



COUNTY OF RIVERSIDE HUMAN RESOURCES INTERN HANDBOOK



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ABOUT THIS HANDBOOK

Through this handbook, employees are given an opportunity to gain insight about County services and County employment, including the County of Riverside's *Code of Ethics*. The standards in this code reflect the Board of Supervisors' expectations that all employees will conduct themselves professionally, honestly, and with utmost integrity, in a manner that reflects positively upon their department and the County as a whole. The County of Riverside Code of Ethics, approved by Minute Order by the Board of Supervisors on January 29, 1991, applies to each and every County employee. [For Code of Ethics click here](#)

Your department may provide you with a number of department policies that you are expected to understand and follow in addition to Board policies outlined herein. If you have questions about any policies or procedures, it is your responsibility to clarify them as soon as possible with your supervisor or manager. Employees are expected to understand and comply with all Board and departmental policies.

For information about the County of Riverside Human Resources department, please visit the website at <https://www.rc-hr.com/> or you may also contact the Internship team at internship@rivco.org.

Handbook Updates and Replacements

As part of your onboarding process, you will be asked to acknowledge receipt of this handbook and/or sign a form stating that you understand the information within, including the employee responsibilities discussed in this handbook.

If you have any questions in this regard, please address them with your supervisor or with Human Resources at (951) 955-3500. As the County continues to grow, there may be a need to revise, supplement, or rescind any policies or portion of this handbook as appropriate. Please refer back to Human Resources website at: www.rc-hr.com for the most updated version of the Handbook. If you need assistance logging on or navigating the site, please call the County help desk at (951) 955-9033.

WELCOME MESSAGE FROM COUNTY OF RIVERSIDE CEO



Hello and welcome,

We are excited you're joining the County of Riverside! You are now a part of a workforce of 22,000 caring and compassionate employees dedicated to serving our community. We're proud of the work we do throughout all of the county's departments, and we especially look forward to the talent you bring to the team.

Almost 2.5 million residents call Riverside County home – and we keep growing all the time. From the Temecula wine country to the San Jacinto mountains to the desert resorts, millions visit

Riverside County every year. We're also home to diverse business industries that include agriculture, manufacturing, and technology. This illustrates that we have millions of people relying on us to provide quality services that stand by our motto: Community Now, Services Now, RivCo Now.

It's my honor to serve as the County Executive Officer, working directly with our Board of Supervisors, county team members and community partners. The Executive Office is the operational and administrative oversight department for the County of Riverside government and seeks to provide vision, leadership, and coordination for all county departments.

We work closely with departments to understand the constant needs impacting their operations and find creative solutions to meet our goals of constantly improving the health, welfare and safety of our communities. We organized the county's Executive Team around similar departments to create enhanced communication and greater collaboration among all our departments. I expect you'll get to know members of our Executive Team, just as we will get to know you. We all look forward to meeting you and serving our community together.

Sincerely,

A stylized, handwritten signature in black ink, appearing to read 'Jeffery Van Wagenen'.

Jeffery Van Wagenen

County Executive Officer



WELCOME MESSAGE FROM COUNTY OF RIVERSIDE HR DIRECTOR



It is with great pleasure and excitement that I welcome you to the County of Riverside's Internship Program.

A Student Internship with the County of Riverside offers a unique, hands-on experience that can complement your classroom training and serve as the foundation to launch a successful career in public service. Our interns work on County projects and bring their unique perspectives to the work for our community.

The County of Riverside is proud to offer students and recent graduates the opportunity to explore different career paths and develop skills that will benefit you throughout your career and enhance your value to our community.

The County of Riverside is proud of our mutually beneficial relationship with students, the universities, and our residents. Together we make our community stronger.

Again, we welcome you to the County of Riverside and look forward to having you onboard.

A handwritten signature in black ink, reading "Brenda Diederichs". The signature is fluid and cursive.

Brenda Diederichs

Assistant CEO/HR Director

RIVCO'S VISION 2030 AND ORGANIZATIONAL CHART

Link to County of Riverside Organizational Chart:

<https://www.rivco.org/services/agencies-and-departments>

In May 2017 the County undertook a scenario planning exercise to articulate where we wanted to be by the year 2030. The result was Vision 2030 – a graphic rendition of the values that will help the county overcome common organizational barriers and the steps to take to begin the long journey towards the achievement of desired internal and external outcomes. We call these steps “Bold Steps” as the results of achieving these Bold Steps will transform the way we do business and will dramatically improve outcomes for our constituency. In January of 2018, Chairman Washington revealed his “Lift Up RIVCO” initiatives which have now been integrated into the work of the Bold Step groups. Annually the County executive team identifies priorities, with key objectives, to progress towards our 2030 Vision.

1. Robust Reorganization of the Executive Office

A high performance efficient Executive Office emphasizes engagement by focusing on collaboration, problem solving and creativity to assist departments with their core missions. The Executive Office partners with the Board of Supervisors and their staff through various methods, such as: attending outreach events, sharing information and providing in-depth analysis of public policy issues, legislation and budgeting strategies.

2. Structurally Balanced Budget

To establish a framework and general strategy for a budget process that supports consistent delivery of optimum service levels and resiliency to adverse fiscal circumstances through: data driven, risk-based budget decisions, maximization and diversification of revenue sources, and cost-conscious operations.

3. Launch Organizational Culture Change

To create a high-performance organization characterized by a highly engaged, digitally skilled workforce focused on a service friendly, ‘people matter’ approach in all interactions.

4. Kick Start the Riverside Brand

Rebrand Riverside County to make the benefits of living in Riverside County widely known, resulting in sustainable population growth, increase in businesses, greater financial investment made in the County and growth of tourism activities in the region.

5. Partner with the Board of Supervisors

The goals of this Bold Step are to increase Board of Supervisors awareness of department efforts and initiatives; ensure Executive Office and Departments follow through on Board direction; and to promote better communication between Departments and the Executive Office.

6. Increase County Leadership to Accelerate Economic Development

Promote Riverside County as a place with a high quality of life where highly skilled workers choose to live, students want to study, and travelers choose to visit by:

Telling Our Story – That RIVCO is a Great Place to Live, Work, and Play; through County Economic Development Project Initiatives; becoming more business friendly and provide more business incentives; developing a Community Profile with employment data for prospective employers; and fostering activities that encourage business cycle sustainability.

7. Educational Initiatives Matched to 21st Century Workforce Needs

Ensure we have a skilled workforce by raising the caliber of the talent pool in the County; by strengthening employee retention and potential successors; by helping candidates and employees seek employers willing to invest in developing skills and capabilities to elevate employee performance and improved organizational effectiveness; and create a countywide strategy to transect education with our local workforce to prepare them to meet the needs of Riverside County in 2030.

8. Transform RIVCO through Innovation and Efficiencies

To create an efficient organization by encouraging, inspiring and promoting innovation, accepting that failure is part of the improvement process, (fail quickly and move on) and to provide a forum for Departments to recognize and showcase their successes and share learnings.

9. Lift Up RIVCO

Recommendations in the areas of Healthy and Active Living, Public Safety, Education, Improving Household Income, and Encouraging and Incentivizing Housing Development.



BOARD OF SUPERVISORS

The Board of Supervisors is the governing body of Riverside County. Its five members are elected on a non-partisan ballot by a supervisorial district to four-year terms. As a legislative body, the Board enacts local laws through ordinances and resolutions. The Board legislates for the entire County, but most of its ordinances apply to those areas outside the limits of the cities within the County. The Board provides local government services such as law enforcement, fire services, code enforcement, and animal control for residents in the County's unincorporated areas and contract cities. The Board appoints most County department heads, while some department heads are elected officials. The Board also appoints members of special boards and commissions for regulatory purposes or to provide advice to the County government. Since the Board of Supervisors functions as both the executive and legislative branch of County government, there is no need for an elected executive like a mayor or governor to enforce legislative acts. The Board appoints a County Executive Officer to oversee and direct County operations, exercise fiscal control and coordinate the effectiveness of all departments.



Kevin Jeffries, First District



Kevin Jeffries was elected in November 2012 to represent the residents of the 1st Supervisorial District on the Riverside County Board of Supervisors. This district covers the cities of Riverside, Lake Elsinore, Canyon Lake, and Wildomar, and unincorporated communities including Woodcrest, Lake Mathews, Mead Valley, Temescal Valley, Good Hope, Lakeland Village, El Cariso, Meadowbrook, La Cresta, and DeLuz.

A resident of Riverside County since 1971 (with family ties to Riverside County dating back to 1944), Kevin is a successful local small business owner who has owned and operated his investment businesses in Riverside County for 30 years. In 1977, Kevin began what would become a

long and recognized history of public service starting with 29 years and over 4000 emergency responses as a Volunteer Fire Captain for the Riverside County Fire Department. Kevin specialized in emergency incident resource planning and coordination for large scale emergency incidents in Riverside County. Kevin also served five years as the President of the 700-member Riverside County Volunteer Firefighters Association.

In 1980, Kevin was elected to a local Park & Recreation District Board of Directors. His dedication to parks was further recognized in 1982 when he was appointed by the Riverside County Board of Supervisors to a county wide Parks Advisory Commission.

In 1990, voters elected Kevin to the Elsinore Valley Municipal Water District Board of Directors. During his service he was a fierce advocate for holding down water and sewer rates, investing in essential infrastructure replacement while controlling unnecessary spending. Kevin also worked to help small businesses by serving on local Chamber of Commerce and economic development boards and committees. Kevin was also very active in seeking state and federal grants to improve his local community, successfully obtaining grants for fire & rescue equipment, water mains, fire hydrants and to add a critically needed center turn lane down a long stretch of Grand Ave in unincorporated Lakeland Village.

In 1998, Kevin was elected to the Western Municipal Water District Board of Directors where he continued as an advocate for ratepayers and fiscally conservative policies. In 2002 Kevin was unanimously elected by representatives of special districts throughout Riverside County to serve on the Riverside County Local Agency Formation Commission (LAFCO). Kevin continued his service with various boards, commissions (including several non-profits), and the fire service until late 2006.

In November 2006, Kevin was elected to represent much of Western Riverside County in the California State Assembly, where his focus was working to reform the state's hostile environment towards small businesses and restore private sector jobs, helping improve our local transportation infrastructure, and advocating for adequate public safety services. Frustrated by the paralyzing partisanship in Sacramento, Kevin successfully ran for County Supervisor in November 2012.

A native Californian, Kevin and his wife Christina reside in unincorporated Lake Elsinore (Lakeland Village) and have two adult children.

Karen Spiegel, Second District



Karen Spiegel was elected to represent the Second Supervisorial District on November 6, 2018 and was sworn into office on January 8, 2019. The Second District includes the unincorporated communities of Coronita, El Cerrito, Home Gardens and Highgrove, and the cities of Corona, Eastvale, Jurupa Valley, Norco, and the western half of the City of Riverside.

Karen Spiegel began her political career as the elected City Treasurer for the City of Corona in 1996. After six years as Treasurer, she embraced the City Council elections in 2002 and served the City of Corona as Council Member for 16 years, serving as Mayor four terms. Her actions speak volumes and her unique passion for service truly sets her apart. She encourages community participation with City and County government and

has introduced many new programs. Karen has been credited for her leadership in regional transportation issues, collaboration and regional partnerships.

In addition to the service in her District, Karen represents Riverside County on the Regional and State level in many organizations and has served in a leadership role on several. She is an energetic member of the community and her “roll-up your sleeves” attitude has led her to immerse herself in many civic, business and community activities. She has been honored for her service with numerous awards and recognitions over the years.

With her depth of knowledge and commitment to our community, Karen proudly represents the Second District on many boards including: Riverside County Transportation Commission (RCTC) as Past Chair and current Commissioner and Executive Committee; Regional Council Member and Transportation Committee of the Southern California Association of Governments (SCAG); Riverside Transit Agency (RTA) Past Chair, current Director, Executive Committee Member as well as Chair of Administration and Operations Committee; Chair of the Flood Control and Water Conservation District; Vice- Chair of the Riverside County Regional Park and Open-Space District; Inland Empire Economic Partnership (IEEP); Southern California Regional Rail Authority (Metrolink); the Western Riverside County of Governments (WRCOG); and the Western Riverside County Regional Conservation Authority (RCA). Supervisor Spiegel sits on the Riverside University Health System (RUHS) Medical Center Governing Board and the Inland Empire Health Plan (IEHP) Board of Directors, the State of California’s 2nd largest public health plan servicing Medi-Cal, Healthy Kids, and the Medicare Advantage Special Needs populations in the Riverside and San Bernardino County Region.

Karen graduated from California State University, Long Beach and did her graduate studies at Pepperdine University, where she received a master’s degree and was a Marriage Family Therapist (MFT) for over twenty-five years. Karen has had the opportunity to experience several different work environments including counseling, restaurant/catering, electrical contracting, bookkeeping and is the owner of a local marketing company since 1985.

Karen and her husband of more than 33 years, Bobby, have five adult children and one grandchild. She treasures the time she can spend with her grandson RJ, who adores his Bubbie (grandmother). All five of their children have experienced domestic and international travel and have each received their bachelor’s degree or higher. Karen has been a tremendous influence on her children and believes that “Education and life experiences give our youth the foundation to build upon so that our values, customs, and history live on in future generations.”

Chuck Washington, Third District



Chuck Washington, and his wife Kathy, have been married for 45 years and have one adult daughter, Lindsey, a granddaughter, Charlie, and a grandson, Kellen. Chuck has been an elected public servant since 1995 serving in several capacities, including, Mayor and City Councilmember for both cities of Murrieta and Temecula, serving twice as Mayor of Temecula.

His elected public service extends to many other organization's Board of Directors such as: Temecula Community Services District, California Association of Councils of Governments, Western Riverside Council of Governments, Riverside County Airport Land Use Commission, Temecula Chamber of Commerce, Boys and Girls Club, Habitat for Humanity of Inland Valleys, Temecula Economic Development Corporation, and Inland

Affiliate of the Susan G. Komen Breast Cancer Foundation. Mr. Washington is the recipient of many distinguished recognitions such as: Families First Award from the LDS Church, American Planners Association Leadership Award, Citizen of the Year of both cities of Temecula and Murrieta, Kiwanis Citizen of the Year, PTA Honorary Service Award, and Toastmasters International Communication and Leadership Award.

Chuck has received a Masters Degree in Public Administration and a Bachelor's Degree in Business Administration and owns a successful business in Temecula. He is a former Navy Officer and Pilot and was a veteran commercial airline pilot for 24 years with Delta Airlines. Chuck was also a former Bank Vice President. Mr. Washington is currently the Riverside County Supervisor for the third district.



V. Manuel Perez, Fourth District



Victor Manuel Perez was appointed by Gov. Edmund G. Brown Jr. on May 9, 2017 to the Riverside County Board of Supervisors, representing the County's Fourth District, and was subsequently elected to a four-year term in June 2018. The Fourth Supervisorial District covers the eastern two-thirds of Riverside County, stretching from Palm Springs and Desert Hot Springs, south to the Salton Sea and east to Blythe and the Colorado River. Manuel is grateful for the opportunity to serve in this important position and looks forward to contributing his experience in local and state government to work on behalf of families and every community in the Fourth District.

Born and raised in the Coachella Valley, the son of immigrant farmworkers, Manuel attended local public schools and graduated from the University of California, Riverside. He taught at a local middle school and went on to earn a Master of Education degree in Administration, Planning and Social Policy from Harvard University. He worked as a youth advocate and director of community health and advocacy for Santa Rosa Del Valle-Borrego Health, at Centro Medico Coachella and Centro Medico Oasis. From 2004 to 2008, he served on the Coachella Valley Unified School District Board of Trustees, where he led the passage of a \$250 million bond to construct and renovate schools in the eastern Coachella Valley.

In 2008, Manuel was elected to the California State Assembly, representing eastern Riverside County and Imperial County. Entering office during the great recession, he worked with colleagues on both sides of the aisle and the Governor's Office to bring forth fiscal accountability, health care reform, renewable energy growth and job creation legislation. A champion for eastern Riverside County, Manuel had more than 60 pieces of legislation signed into law to help create jobs, jumpstart the local renewable energy industry and make neighborhoods safer. His legislation focused on jobs, economic development, small business, education, health care access, infrastructure, renewable energy, transportation, air quality, environment, public safety, parks, technology, agriculture, water and the Salton Sea. In the Assembly, Manuel became majority leader and worked closely with the Assembly Speaker on the day-to-day functions of the statehouse. He served as the chairman of the Jobs and Economic Development Committee, founding Vice Chair of the Select Committee for the Status of Boys and Men of Color as well as Chair of Stimulus, Economic Recovery and Jobs (SERJ).

After serving three terms in the State Assembly, Manuel continued his public service with election to the Coachella City Council. Prior to his appointment to county supervisor, he was Chief Government and Public Affairs Officer for Borrego Health, a federally qualified health center serving the under-served in San Diego, Riverside and San Bernardino Counties. Manuel resides in his native city of Coachella with Gladis, his wife of 21 years. They have two sons, Ruben, who graduated from UC Davis and Alejandro, who attends UC Santa Barbara.

Jeff Hewitt, Fifth District



Jeff Hewitt was born in 1953 in Southern California. Graduated from Yucaipa High School and Cal State San Bernardino with a Bachelor's Degree in Biology. While in College, Jeff started his own contracting company by creating new applications for existing technology then eventually applied what he learned to pool construction, including excavation and plumbing. Since 1985 he has navigated his small business into the success that we see today with Champagne Pools in Calimesa, CA.

In 2004, Jeff Hewitt was asked to serve on the City of Calimesa Planning Commission, which empowered him to do more in Public Service. In 2010, Hewitt ran for City Council, and then serving as Mayor of Calimesa. Now, with a lifetime of balance between the public and private sector, Supervisor

Hewitt has the necessary knowledge needed to solve challenges facing Riverside County.



ABOUT THE COUNTY

County of Riverside Facts

Established: May 9, 1893

Square Miles: 7,303

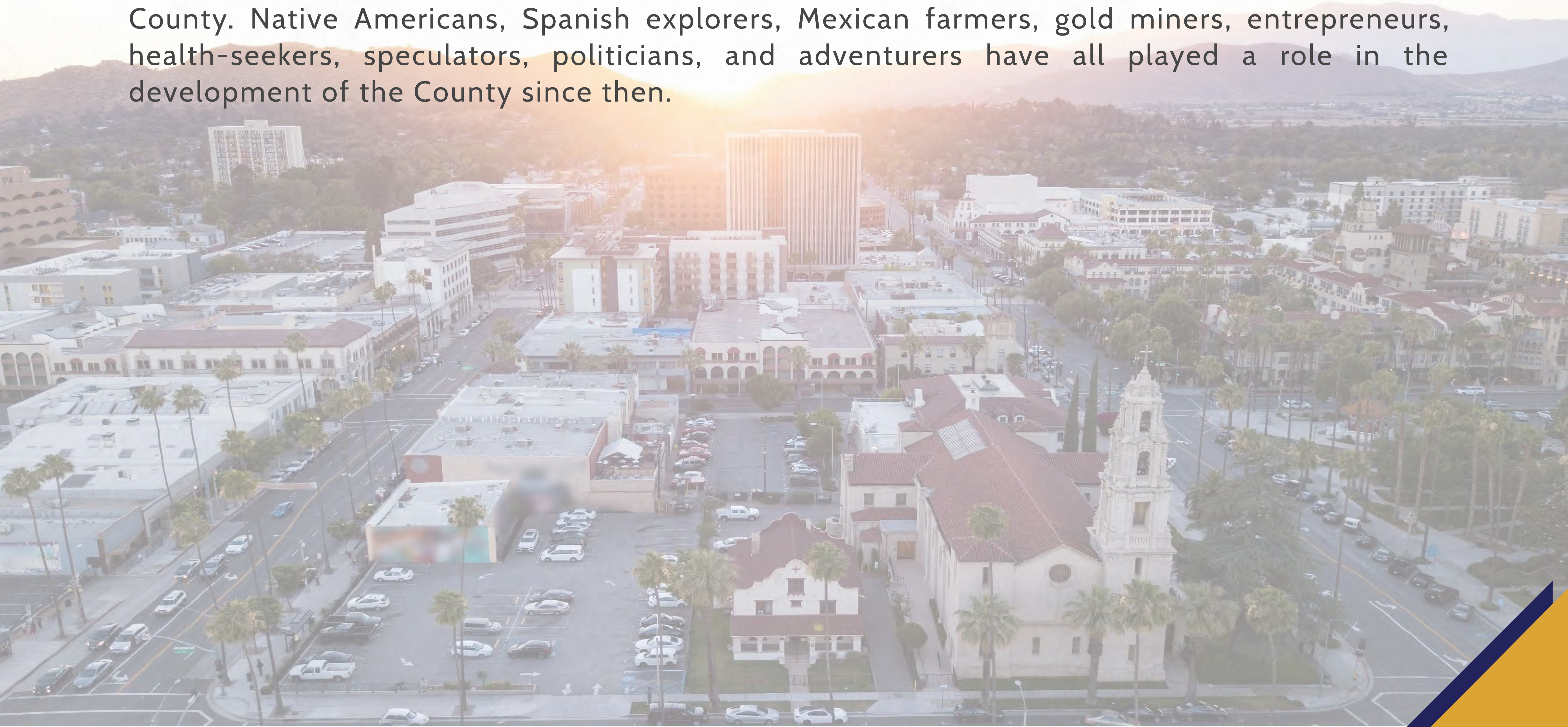
Population 2,440,124

Number of Cities 28

Source: www.rivcoeda.org “Demographics”

In your new job, you'll be working in California's fastest-growing county. With over 22,000 temporary and permanent employees, the County is one of the largest employers in the region. Riverside County is the state's fourth largest county by area. The County consists of over 7,300 square miles and extends nearly 180 miles across Southern California, from the Arizona border west to within 14 miles of the Pacific Ocean. Riverside County, which shares borders with Orange, San Bernardino, San Diego, and Imperial counties, is home to over two million residents. Riverside, the area's largest city and the county seat, has over 300,000 residents. Other cities in the county include Cathedral City, Banning, Beaumont, Blythe, Calimesa, Canyon Lake, Coachella, Corona, Desert Hot Springs, Eastvale, Hemet, Indian Wells, Indio, Jurupa Valley, Lake Elsinore, La Quinta, Menifee, Moreno Valley, Murrieta, Norco, Palm Desert, Palm Springs, Perris, Rancho Mirage, San Jacinto, Temecula, and Wildomar.

The region's explosive growth over the past two decades has been driven by affordable housing costs and a desire to escape the congested cities to the west. Our housing costs rank below those of San Diego, Los Angeles, and Orange counties. Over the years, Riverside County has transformed from a group of suburban bedroom communities into an economic powerhouse. Healthcare, Professional Business Services, utilities, infrastructure, and renewable energy are among the key industries throughout the County. The County of Riverside was formed in 1893 from a small bit of San Bernardino County and a larger part of San Diego County. Native Americans, Spanish explorers, Mexican farmers, gold miners, entrepreneurs, health-seekers, speculators, politicians, and adventurers have all played a role in the development of the County since then.



EXECUTIVE OFFICE

The County of Riverside Executive Office offers a dynamic and innovative work environment. The Board-appointed County Executive Officer oversees the day-to-day activities of the County's agencies and departments. The Office is responsible for the proper and efficient administration of County departments, agencies, and special districts under the jurisdiction of the Board of Supervisors. It administers and enforces policies established by the Board and promulgates rules and regulations as necessary to implement Board direction.

It is the Executive Office's responsibility to review items placed on the agenda and develop programs that create economy and efficiency in County government. The Department also prepares multi-year plans for capital projects, administers debt management, prepares the annual proposed budget for the Board's approval, and establishes control systems to ensure departmental compliance with approved budgets. Additional responsibilities include managing the County's legislative program and serving as a liaison with county legislators and state and federal officials.



County Counsel

The Office of County Counsel provides a broad range of high quality, cost-effective legal services designed to promote the public service objectives of the County of Riverside, while at the same time protecting the County from risk and loss. The Office of County Counsel is a full-service law office that handles civil matters for the County of Riverside.

County Counsel provides advisory, transaction and litigation support on issues of vital concern to the County and its residents such as health care, public safety, adult and child welfare, land development, environmental protection, real estate, contracts, public finance, taxation, public works and elections. The office is staffed by experienced 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. Legal services are also provided to other public entities within the County, including certain joint powers authorities, school districts, and special districts.

For more information, please visit: <https://www.rivco.org/services/county-counsel>

The mailing address: 3960 Orange Street, Suite 500, Riverside, CA 92501; Phone: (951) 955-6300.

Clerk of the Board

The Clerk of the Board provides administrative support to the Board of Supervisors as well as providing services vital to the public. The Clerk of the Board serves as the clearinghouse for all matters requiring review or executive action of the governing authorities of the County of Riverside and provides processing and dissemination of all board directives, policies and laws of the County's legislative branch.

For more information, please visit: <https://www.rivcocob.org/>



For more information, please visit: www.RiversideChildSupport.com

Department of Public Social Services

The Department of Public Social Services (DPSS) provides a broad array of programs and services to at-risk citizens of Riverside County. With a staff of over 4,000, DPSS administers dozens of programs that promote the safety, well-being and self-sufficiency of the community's most vulnerable populations. With community partner agencies numbering in the dozens, the department provides services and support to abused and neglected children and adults, the elderly, the disabled, and individuals and families who are experiencing a temporary period of financial hardship. DPSS continually seeks innovative ways to help people reach their full potential. From cutting-edge technology that streamlines service delivery to promising new initiatives such as Family to Family, a community-based team approach to child welfare, the department provides advocacy and support that epitomizes the highest standard in government service.

The department's philosophy is exemplified in the award-winning Curtailing Abuse Related to the Elderly (CARE) and Greater Avenues for Independence (GAIN) programs. Both exemplary programs have been recognized across the nation because of the department's strong belief in the capacity of the human spirit to overcome adversity and attain self-sufficiency. A winner of the coveted "Innovations in American Government Award," given by the John F. Kennedy School of Government at Harvard University, Riverside County GAIN is a model for both federal welfare reform and successful welfare-to-work programs around the world.

The CARE program, a runner-up for the Innovations award, has been extensively covered in the media as one of the most praiseworthy programs in the state dedicated to protecting the elderly from financial abuse. DPSS strongly supports staff personal and professional growth. The agency offers a variety of education and training programs to employees at all levels that add to the depth and breadth of their knowledge, resulting in improved customer service and greater promotional opportunities.

For more information, please visit: www.RivCoDPSS.org

Housing, Homelessness Prevention & Workforce Solutions

The Housing, Homeless Prevention and Workforce Solutions provides services that enhance the life and wellbeing of the county's most vulnerable constituents. The group includes the Housing Authority, Community Development Block Grants (CDBG), Neighborhood Stabilization Programs (NSP), Continuum of Care, Community Action Partnership (CAP), and Workforce Development. The Housing Authority provides affordable decent, safe and sanitary housing opportunities to low- and moderate-income families including elderly and handicapped person, while supporting programs to foster economic self-sufficiency. CDBG works toward the development of viable urban communities, by providing decent housing and a suitable living environment and expanding economic opportunities, principally for persons of low and moderate income. NSP funds are used to acquire foreclosed homes; demolish or rehabilitate abandoned properties; and/or to offer purchase price assistance and closing cost assistance to low to moderate-income homebuyers. The Continuum of Care Homeless program provides countywide assistance to our homeless population in coordination with local community-based organizations. The programs provide permanent housing, emergency shelter, and other homeless services and are funded by Federal, State and County funds. CAP works to reduce poverty through education, collaboration,

energy conservation, and professional development. CAP provides emergency utility assistance services, energy efficiencies, and wealth-building education to low-income individuals and families throughout the county. The Workforce Development Department is responsible for building and strengthening Riverside County's workforce. The department's primary responsibilities include providing job services, training, and employment assistance to people looking for work. The department also works with employers to find the necessary workers to fill current job openings.

Registrar of Voters

The Registrar of Voters is responsible for conducting fair and impartial elections within Riverside County, including primary, general, special district, and school district elections, and municipal elections through contracts with the county's cities.

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.

For more information, please visit: www.voteinfo.net

Office on Aging

The Riverside County Office on Aging (RCOoA) provides over 27 different programs and services, either directly or through contracted providers, which allow older adults and persons with disabilities to live independently in their homes and communities. All RCOoA programs and services are free to those who meet the minimum qualifications for each program. Free services for those age 60 and older include: care coordination, options counseling and decision support, healthy lifestyle and wellness programs, social engagement and community activation, advocacy, coordination.

For more information, please visit <http://www.rcaging.org/>

Veterans' Services

Riverside County is home to 126,412 veterans that comprise 5.2 percent of the total county population; this is the third largest veteran population in the state. The Department of Veterans' Services assists veterans, their dependents and survivors in obtaining veteran's benefits from local, state and federal agencies. The Department's focus is on enhancing the lives of veterans, their dependents and survivors through providing customer-centric, high quality service and promoting healthy communities. This includes encouraging businesses to participate in the County's Veteran-Friendly Business program. The Department partners with other county departments, all levels of government, and community organizations to connect veterans to programs, services and resources, to achieve the best possible quality of life.

For more information, please visit: <https://veteranservices.co.riverside.ca.us/> or call 844-737-8838.

FINANCE & GOVERNMENT SERVICES PORTFOLIO

The Finance and Government Services group provides county governance and administrative oversight. These include legislative, administrative, finance, counsel, elections, property management, plant acquisition, and promotional activities. The Board of Supervisors, supported by the Clerk of the Board, serves as the governing legislative body of the county, while the Executive Office provides administrative oversight under the Board's direction. Finance activities include assessment of property values by the Assessor; enrollment and distribution of the tax levy, depositing revenue collection, processing payments, entering budget adjustments by the Auditor Controller; collection of property taxes and management of the investment pool by the Treasurer-Tax Collector; and, procurement services by the Purchasing Agent. County Counsel performs legal advice and litigation support activities for the Board of Supervisors and county departments. The Registrar of Voters performs elections activities ensuring honest and impartial elections.

Assessor-Clerk-Recorder's Office

The Assessor-County Clerk-Recorder'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 Assessor's Office

By law, the Assessor locates all taxable property in the county, identifies the owners, and describes the property. The Assessor also determines a value for all taxable property and applies all legal exemptions and exclusions. However, the Assessor is not responsible for setting tax rates or collecting taxes.

The County Clerk's Office

Files fictitious business name statements, statements of abandonment of use of fictitious business name, and withdrawals from partnership operating under a fictitious business name. The County Clerk also issues public and confidential marriage licenses; performs civil marriage ceremonies (by appointment only). Provides certified copies of confidential marriage licenses (with proper identification). Registers notary public oaths and commissions and authenticates the notary public signatures; registers process servers, unlawful detainer assistants, professional photocopiers and legal document assistants. Receives negative declarations, notices of determination, notices of exemption, and admitted surety insurer statements. The County Clerk also files surety insurer powers of attorney and Grand Jury final reports.

The Recorder's Office

Records, as mandated by law, all recordable documents in connection with ownership and titling of properties and other negotiated items within the County of Riverside. The office also maintains permanent records of recorded documents, vital statistics (birth, death, marriage), and real estate documents, which serve as the legal basis for determining ownership of land. The Recorder's Office has the task of examining documents to ensure that they meet the legal requirements, imaging the documents, indexing them, and archiving all official records recorded and filed within Riverside County.

The Records Management and Archives Program (RMAP)

RMAP assists departments and County Approved Records Storage Facilities, used to store county records, to establish standards for managing county records and information in accordance with applicable laws. These standards provide a framework for departmental transparency, accountability and adherence to related government codes and directives. In addition, the Program operates the County Archives which serves as the central repository for county records of permanent value and historical significance.

For more information, please visit: <http://www.asrclkrec.com/>

Auditor-Controller

The office of the Auditor-Controller has many legal mandates. As legislated under the Government Code, the office provides fiscal oversight countywide for all governmental agencies under the control of the Board of Supervisors. Furthermore, the office is responsible for budgetary control, property tax administration, issuing payments, recording receipts of revenues, payroll, approving ledger transactions, cash management, accounts receivable/payable, long-term debt, rate/fee reviews and preparation of audited financial reports.

Our customers include serving 2.4 million county residents, vendors, cities, K-12 school districts, community colleges, special districts, redevelopment successor agencies, other taxing agencies, employee unions, state and federal government, and county departments and personnel.

The County's Auditor-Controller, Paul Angulo, believes that it is not enough to simply meet the minimal requirements set forth by the Government Code. Therefore, the Auditor-Controller's Office leverages resources to provide better services to our stakeholders and be a leader among county governments. Specifically:

- Continue strengthening fiscal oversight
- Continue increasing operational capacity
- Continue to deliver value-added results

For more information, please visit: www.auditorcontroller.org

Treasurer Tax Collector

The Treasurer-Tax Collector's Office performs the billing, collection, accounting and enforcement of real and personal property taxes. The office collects approximately \$4.4 billion annually in property taxes, which comprises approximately 80% of the County's discretionary revenue. The Treasurer-Tax Collector also processes approximately \$17.5 billion dollars in total annual receipts, maintains the County's banking relationship, and manages a \$8.4 billion pooled investment fund on behalf of the County, schools and special districts. The Treasurer-Tax Collector's Office is committed to embracing technology as evidenced by being first in the state to auction secured and unsecured tax delinquent properties online. This office also provides taxpayers the ability to research and pay property taxes 24 hours a day, seven days a week via the internet, allowing them to process transactions at their convenience.

For additional information, visit: <https://www.countytreasurer.org/>

HUMAN RESOURCES PORTFOLIO

The Human Resources Department is responsible for supporting the lifecycle of the employee. From interviewing, hiring, and onboarding; to negotiating union contracts, planning retirements, or investigating issues in the work environment, staff members give assurance to management and the public that HR is in full compliance with federal, state, and local laws and regulations. Additionally, HR reviews overall compensation through cyclical classification and compensation studies. HR also strives to create a growth mindset by promoting professional development and offering numerous educational opportunities for employees at all levels, empowering them to take their careers to the next level and beyond. In addition to its Core Services operating within the General Fund, Human Resources maintains 13 internal service funds which are organized into three major programs: Risk Management, Insurance, and Benefits Maintenance.

The County of Riverside's Human Resources Department consists of a centralized team providing support services to all County departments and agencies in each of the following specialized areas:

- **Accounting** - Ensures accurate financial management of human resources related billing.
- **Benefits** – Maintains and administers County benefit plans which includes comprehensive health plans for medical, dental, vision, life and disability insurances Flexible Spending Accounts, and retirement benefits, to ensure the health and wellness of our employees and their families.
- **Classification and Compensation** - Maintains and analyzes the County's classification plan and salary system in order to remain competitive in our recruitment and retention efforts.
- **Commuter Services** – Provides the benefits of the broad range of commuter transportation alternatives available to employees for arriving to work.
- **Culture of Health** – Provides resources to maximize the social, physical, financial, community, and career wellness of all Riverside County employees.
- **Disability Access Office** - Coordinates interactive activities to allow employees to work or return to work with appropriate leaves or workplace accommodations.
- **Employee Assistance Programs** - Provides Riverside County Employees and their households access to free, confidential counseling for personal or work-related issues.
- **Employee and Labor Relations** – Ensures fair and professional relationships between the County and its employees.
- **Employee Services** – Responsible for the centralized administration of all County personnel transactions relating to employment.
- **Exclusive Care** - A comprehensive health care plan designed exclusively for Riverside County employees and their dependents.

- **Human Resources Business Partners** – Supports County Department leadership with their strategic human resources initiatives.
- **Learning and Organizational Development** – Supports the growth and development of County employees, teams, and leaders to create a sustainable high performing, service-focused, learning organization that will ultimately enhance public service outcomes.
- **Recruitment and Selection** - Develops initiatives to successfully attract and select a skilled and qualified workforce.
- **Risk Management** - Analyzes current and potential risks to County physical and human resources.
- **Safety** – Educates and ensures a safe and healthy work environment for County employees and customers.
- **Workers' Compensation** – Assists County employees with medical care or benefits associated with work-related injuries or illnesses.

For more information, please visit: <https://www.rc-hr.com/>



INTERNAL SERVICES PORTFOLIO

The county's internal service funds provide an essential method by which to deliver general services internally to other departments within the county on a fee for service basis through Board-approved rate structures. This enables the county to distribute overhead costs on the basis of goods and services used. The county is thereby able to recover partial costs from state and federal programs, and other jurisdictions that contract with the county for municipal services. Internal services include records management, custodial and maintenance services, dental, life, property, disability, and unemployment insurance, information technology, central mail, purchasing, and supply services. Internal service funds are proprietary funds that operate and budget on a full accrual basis.

Facilities Management

Facilities Management is committed to providing safe, comfortable, efficiently operated and aesthetically pleasing facilities for all county employees and the general public. The divisions within Facilities Management include Custodial Services, Maintenance Services, Real Estate, Project Management, Energy Services, Parking Services, and Community Centers.

For more information, please visit: <https://rivcoeda.org/Departments/Facilities-Management>

Information Technology

As the fourth largest County in California, the County of Riverside is embracing technology at a rapid pace and innovation has become a top priority for the leadership of the County.

The Riverside County Information Technology (RCIT) department is dedicated to serving County Departments, Elected Officials, and the Public with a wide variety of information technology (IT) services. This department is responsible for planning, designing, implementing, operating and coordinating the County's information technology systems and networks, and for the delivery of information processing and communications services. RCIT has a team of highly skilled professionals committed to delivering a variety of services including PeopleSoft HRMS & Financials, Geographic Information Systems, Desktop Support, a centralized County Data Center known as RC3, Disaster Recovery for key systems, Office 365, Application Development and Integration, Radio Communications, and all other aspects of information and communications technology.

Information technology services for non-elected official departments are centralized, including desktop support. RCIT provides countywide core services for the data/voice networks and the Public Sector Emergency Communication (PSEC) systems. The County Data Center (RC3) supports applications for multiple county departments, such as financials, payroll, procurement, applications with PCI/HIPAA or DOJ/CLETS requirements, and the County's Internet Portal (www.countyofriverside.us). These mission critical services are provided 24 hours a day, 7 days a week to keep the operations of the County running efficiently and effectively.

For more information, please visit: <https://www.riversidecountyit.org/>

Purchasing and Fleet Services

The Purchasing and Fleet Services Department manages the divisions of Purchasing, Central Mail, Fleet Services, and Surplus Operations.

The Department provides internal and general support services to all County departments and agencies and other political entities as requested.

The Purchasing Services division is responsible for procuring all goods and services utilized throughout the County, from office supplies to fire trucks to pharmaceuticals to consulting services. This division annually procures a variety of goods and services through the issuance of purchase orders and/or contracts. The division manages countywide contract implementation, contract compliance, protests, public records requests, procurement training, management of the procurement card system, oversight of the county's eProcurement / contract management system (RivcoPRO), and the county's travel program.

The Supply Services handles disposal of surplus property and storage services.

The Central Mail Services division is tasked with handling countywide mail and courier needs. Staff in this division visits approximately 425 mail stops across the County each day, and processes outgoing USPS mail, UPS, and overnight requests.

The Fleet Services division owns and maintains the County fleet of passenger vehicles and light trucks. With over 4,300 vehicles in the fleet, this division offers a wide range of choices to meet the specific needs of the departments, from new fuel-efficient vehicles to passenger vans and Sheriff Patrol vehicles. This division operates maintenance service centers throughout the County, as well as several fuel centers. Full-service maintenance and repairs are performed by the division's certified mechanics.

For more information, please visit

<http://www.purchasing.co.riverside.ca.us/> or <http://intranet.purchasing.co.riverside.ca.us/>

PUBLIC SAFETY PORTFOLIO

Under the California Constitution, public safety is the first responsibility of local government (Article XIII, Section 35). Generally speaking, public safety refers to the protection and welfare of the whole community. More specifically, the Public Safety Portfolio is focused on carrying out programs involving, directly or indirectly, the protection, safety, law enforcement activities, and criminal justice system of Riverside County. As a group, we are committed to:

- Being ready by having the right people, in the right place, with the right tools.
- Responding at the right time, in the right manner, with the right resources.
- Resolving matters through the effective use of a variety of resources.
- Restoring residents and our communities to a position of safety, stability, and resilience.

Animal Services

The Department of Animal Services' mission is to work together to improve Riverside County for people and animals. The department promotes safe, healthy, and humane animal/human coexistence through public education, humane sheltering, responsible pet placement, progressive law enforcement, and pet overpopulation reduction. 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 pro-active adoption, as well as collaboration and strategic alliances with adoption partners. Animal Services provides and maintains shelters in Blythe, San Jacinto, Thousand Palms, and Western Riverside County (Jurupa Valley).

In keeping with California health and safety laws, codes, and statutes as well as County of Riverside Ordinances, the department provides a number of services which include: barking dog complaints; rabies/bite reports; dog licensing; leash law violations; kennel and cattery licenses; adoptions; license inspections; investigation of cruelty cases; animal quarantines; emergency response and investigations; vaccinations; upkeep and care of impounded animals; administrative hearings pursuant to restraining orders for potentially dangerous, dangerous, or vicious dogs; euthanasia; rabies clinics; low cost spay/neuter clinic; education and community outreach; and animal behavior classes.

These services are provided to residents of the unincorporated areas of Riverside County as well as cities contracting with the Animal Services. In addition, Animal Services recognizes the link between animal cruelty and more serious crimes. The department is currently striving to become a leading agency in the early education and prevention of these horrific crimes.

For more information, please visit: <http://www.rcdas.org/>

District Attorney

The Riverside County District Attorney's Office represents the People of the State of California in all criminal matters arising in Riverside County. With a staff of about 700, including about 250 attorneys, the District Attorney's Office is one of the largest district attorneys' offices in California, filing more than 60,000 criminal cases each year. The prosecutors and support staff

serve from six offices across Riverside County with main regional offices in Riverside, Indio, Murrieta, and Banning. The mission of the office is to vigorously enforce the law, pursue the truth, and safeguard the rights of all to ensure that justice is done on behalf of the community. With assistance from its Bureau of Investigation and other support personnel, prosecutors handle felony, misdemeanor, and juvenile matters. The Division of Victim Services staff help victims and witnesses navigate the criminal justice system and assists victims to recover expenses incurred as a result of crime. Victim Services staff provide services to more than 10,000 victims and witnesses each year while also staffing three Family Justice Centers across the county. As the public prosecutor of criminal and some civil cases, the District Attorney's Office strives to ensure that justice prevails and that the rights of all are safeguarded.

For more information, please visit: www.rivcoda.org

Emergency Management

The Emergency Management Department (EMD) is an all-hazard public safety agency, primarily responsible for disaster planning, preparedness, response & mitigation, and post disaster recovery. A key function of the department is planning and coordinating Continuity of Operations and Continuity of Government for the County during major events. In addition, EMD serves as the Riverside Emergency Medical Services Agency (REMSA), which is the regulatory body for the County's EMS system. The department plans for and responds to many types of disasters, including floods, fires, earthquakes, pandemic, terrorism, and other forms of natural and human-caused events.

For more information, please visit: <https://rivcoemd.org/>

Fire

The Riverside County Fire Department (RCOFD) is a Regional, Integrated, Cooperative Fire Protection organization that serves the unincorporated areas of the County, 20 incorporated cities, and one community service district. The County of Riverside has a cooperative contract with CAL FIRE to provide fire protection services. What this means is, the County and their contract partners owns all the stations and fire engines, but they contract with CAL FIRE to provide all of the firefighters and chiefs. There are approximately 944 state employees working under this contract and there are approximately 280 County employees in the Fire Department filling administrative and Fire Marshal functions.

The RCOFD operates out of fire department headquarters in Perris and 89 fire stations throughout the county providing fire suppression, paramedic emergency medical, rescue, and fire prevention services.

The department's equipment, which has the versatility to respond to both urban and rural emergencies, includes structural fire engines, brush engines, ladder trucks, rescue squads, paramedic ambulances, hazardous materials response units, incident command units, breathing support units, and fire bull dozers.

The RCOFD is the Operational Area Coordinator for the California Fire and Rescue Mutual Aid System for all fire service jurisdictions in the County of Riverside. It also has several automatic aid agreements with other city fire departments as well as the adjacent National Forests. The Fire Department is a collaborative effort between the County of Riverside, the State of California, and all of the contract partner cities.

For more information, please visit: <http://www.rvcfire.org>

Probation

The Riverside County Probation Department is a progressive criminal justice agency that believes in continuous improvement, searching for and applying "best practices," using measurable outcomes to evaluate programs, and making every effort to fulfill our mission and make Riverside County a safe and law-abiding community for its citizens. The Riverside County Probation Department recognizes the value of a qualified, professional, high energy, and diverse workforce and building an organization that reflects the progressive community it serves. Riverside County Probation Department highly regards ethical behavior, values and traits in their staff such as excellence, integrity, and dedication, and respect and the department constantly strive to uphold the public trust and provide the best quality service to their constituents.

Riverside County Probation is one of the most diversified law enforcement agencies in the county. The 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. The Riverside County Probation Departments dedicated sworn-personnel enjoy a wide variety of assignments that range from conducting investigations on adult and juvenile criminal offenders; providing intensive supervision and early intervention and treatment services in the community to both adult and juvenile offenders; and providing juvenile institutional detention and treatment programs for males and females throughout the county. The support staff, in all specialties, are an integral and valued component of the department. Riverside County Probation Department is eager to accept the challenges and opportunities that the rapid growth of Riverside County and changes in state legislation have posed. The department will continue to provide the constituents of Riverside County with the first-rate services they have come to know and expect from the Riverside County Probation Department.

In 2017, the Riverside County Probation Department opened the Alan M. Crogan Youth Treatment and Education Center (AMC-YTEC). The 106-bed residential treatment facility prepares detained youth for successful reintegration into the community through intensive rehabilitative programming, mental health treatment and education services. In 2020, the facility was modified to include a detention unit which houses youth pending court appearance or pending release home. The Department also has two other detention centers, Indio Juvenile Hall and Southwest Juvenile Hall.

For more information, please visit: <https://probation.co.riverside.ca.us/>

Public Defender

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 such representation in criminal, juvenile, or certain civil proceedings, upon the request of the client or the appointment of the Court. 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, Mental Health 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. Paralegal services, including expungement of criminal records, are also provided.

The Public Defender is headquartered in Riverside, with additional offices providing support to residents in Banning, Blythe, Murrieta, and Indio. The department's goal is to continue to meet the needs of Riverside County's rapidly expanding population and the challenges brought about by major changes in the recent past to the laws regarding sentencing. 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.

For more information, please visit: <http://publicdef.co.riverside.ca.us/>

Sheriff's Department

The Riverside County Sheriff's Department is California's fourth-largest law enforcement agency with over 4,000 full-time employees and more than 1,000 reserve and volunteer members. The Department provides law enforcement services to county citizens, and law enforcement contract services to 17 of the county's 28 cities, along with 1 tribal community. Law enforcement services are also provided to 12 additional Indian reservations within Riverside County per Public Law 280. In addition to providing law enforcement services, the Sheriff's Department operates the 15th largest correctional system in the United States housing over 4,000 serious offenders. The Department is also responsible for court security, charged with the duties of processing and serving orders and warrants issued by the courts and the enforcement of civil process as prescribed by law.

The Riverside County Sheriff's Department oversees several special teams and bureaus throughout the county to include the Coroner/Public Administrator, Special Investigations, Forensics, Computer and Technology Crimes, Technical Services Bureau, Media Information Bureau, Chaplain Corps, Dive Team, K-9 Unit, Off-Highway Vehicles (OHV), and lake and Colorado River patrols. Additionally, the Department assists the public through Drug Abuse Resistance Education (DARE) and Drug Endangered Children (DEC).

The Department serves as the lead agency in the county for Homeland Security with a full-time Special Enforcement Bureau, serving the entire county in times of natural disasters, emergencies, and compromised national security. The Sheriff's Aviation Unit provides air support by flying over the county in a fleet of rotary and fixed-wing aircraft. The Eurocopter AStar, a single engine light utility helicopter, is the fleet's mainstay as it is capable of airborne rescue and recovery operations. The Sheriff's Hazardous Device Team responds to calls for service on bomb threats, suspicious packages, and numerous other highly technical incidents.

The Riverside County Coroner's Bureau has the responsibility of investigating and reporting on all sudden deaths within the county, particularly deaths resulting from all types of violence. Deputy Coroners conduct investigations in order to ascertain how and why death occurred. The Forensic staff (Coroner Technicians and Forensic Pathologists) retrieve all information from the body that will aid in establishing the means and mode of death, as well as identification of the remains. During an autopsy – a key component of the Coroner's job – the body and all internal organs undergo a thorough examination. The decedent's medical history is reviewed, and a cause of death is determined. Normally, a complete autopsy will take between 45 minutes to two hours to complete, depending on the circumstances. Sometimes, in cases involving multiple injuries, the autopsy can last multiple hours or days. The Coroner's Bureau does not take its responsibilities lightly. Coroners' reports can, in many cases, provide evidence to prosecute a suspect or set one free. The findings from an autopsy may be of value to family members, insurance companies and attorneys.

In addition to law enforcement and investigative services, the Sheriff's Department facilitates training and education at the Ben Clark Training Center (BCTC) in a unique collaboration with the Riverside County Fire Department, and partners which include California Department of Forestry, California Highway Patrol, and Riverside Community College. The training center, which is located on 365 acres of land that were formerly part of March Air Force Base, provides comprehensive public safety training programs to emergency response personnel. The Center offers basic academy training through advanced coursework and specialized training for law enforcement, fire, and paramedic programs. BCTC is recognized as a regional training center that is establishing relationships with federal and academic institutions for the development of a Homeland Security degree program. Future development at the center will include a scenario village for realistic training, a student resource center, and an emergency vehicle operation center.

For more information, please visit: <http://www.riversidesheriff.org/>



PUBLIC WORKS, LAND USE, & ENVIRONMENT PORTFOLIO

The Public Works, Land Use and Environment Portfolio consists of the Agricultural Commissioner's Office, the Department of Environmental Health, the Department of Waste Resources, the Flood Control and Water Conservation District, the Regional Parks & Open Space District, and the Transportation and Land Management Agency. The portfolio's departments are focused on infrastructure, facilities, and critical services, which are essential to the quality of life, safety, well-being, and public health of Riverside County residents.

Agricultural Commissioner's Office

The Agricultural Commissioner's Office protects the environment, public health and Riverside County's agricultural industry and ensures a fair and equitable marketplace for businesses and consumers. This is accomplished through a combination of public outreach, industry education and appropriate regulatory action. The department is comprised of five key programs.

- **Pest Prevention** – Protects the environment and agricultural businesses by preventing the introduction, establishment and spread of invasive agricultural pests.
- **Environmental Protection** – Protects public health and the environment from adverse effects of pesticides through the administration of regulatory requirements aimed at ensuring the safe and legal use of pesticides, as well as investigating and reporting on pesticide-related illnesses and injuries.
- **Weights and Measures** – Protects businesses and consumers by testing the accuracy of commercial weighing and measuring devices and point-of-sale systems and ensuring that product packaging and labeling meets all regulatory requirements.
- **Consumer Protection** – Promotes healthy communities and sustainable agriculture through the administration of the direct marketing, organic farming and egg quality control programs, and the inspection of agricultural commodities for compliance with California quality and maturity standards.
- **Administration** – Oversees the department budget, personnel, contract procurement, invoicing and the publishing of the annual Riverside County Agricultural Production Report quantifying the production and value of Riverside County agriculture.

For more information, please visit: <https://www.rivcoawm.org/>

Environmental Health

This Department's mission is to enhance the quality of life in Riverside County through effective implementation of programs that protect public health and safety by safeguarding our environment. The Department is responsible for obtaining compliance with California environmental health laws, rules, and regulations, as well as Riverside County ordinances. Most of this enforcement responsibility covers unincorporated areas as well as the 28 incorporated cities within the County. Education and outreach are the preferred methods of gaining compliance from our regulated industries. There is a broad scope of programs and the services are accomplished through a dedicated staff of highly trained professionals.

For more information, please visit: <https://www.rivcoeh.org/>

Flood Control and Water Conservation District

The mission of the Flood Control and Water Conservation District is to responsibly manage storm water in service of safe, sustainable, and livable communities. Responsibilities of the Flood Control District include: identifying flood hazards and solutions, regulating flood plains, working with the County and Cities to improve water quality in our rivers and streams, working with water supply agencies to maximize opportunities for water conservation, advising the County to ensure that new land development delivers the drainage infrastructure network needed to support itself and the community, educating the public on flood prevention and safety, installing flood warning and early detection systems, and designing, constructing, maintaining and operating the County's backbone flood control system.

The District is comprised of eight divisions: Planning, Design & Construction, Regulatory, Surveying and Mapping, Watershed Protection, Watershed Analytics, Operations and Maintenance, and Administration and Finance. It currently maintains nearly \$1 billion in assets, including over 600 miles of channels, storm drains and levees, as well as 55 dams and debris basins. An additional 400 miles of regional channels and another 48 dams and debris basins are proposed in the District's master drainage plans as part of the comprehensive plan to protect the county's residents.

For more information, please visit: <https://rcflood.org/>

The Regional Park and Open-Space District

The award-winning Regional Park and Open-Space District (RivCoParks) is a nationally accredited agency which strives to be the regional leader in improving lives through people, parks, places, and programs. The mission of RivCoParks is to acquire, protect, develop, manage, and interpret for the inspiration, use, and enjoyment of all people, a well-balanced system of areas of outstanding scenic, recreational, and historic importance. RivCoParks values accomplishments, connecting, teamwork, innovation, outstanding service, networking, and good stewardship. The organization is dynamic and adjusts to meet the needs of the county. RivCoParks' focus encompasses providing high-quality outdoor recreational opportunities and preserving important features of the county's natural, cultural, and historical heritage.

RivCoParks' system features more than 100,000 acres and includes camping parks, fishing lakes and rivers, historic sites, specialty nature centers, ecological reserves and trails and boasts a robust volunteer program. RivCoParks was the first special district in the state of California to receive accreditation by the National Recreation and Park Association's Commission for Accreditation of Park and Recreation Agencies for demonstrating the highest standards of ethical and professional practices in the delivery of park and recreation programs.

For more information about RivCoParks, to volunteer, or to find additional ways to support parks, please visit: <https://www.rivcoparks.org/>

Transportation and Land Management Agency (TLMA)

The County of Riverside Transportation & Land Management Agency (TLMA) is the umbrella agency for four County departments. They are the Transportation Department, the Building & Safety Department, Code Enforcement Department, and the Planning Department. There are also a number of other special divisions such as Aviation and the Salton Sea Authority. Each separate Department within TLMA will be explored below:

- **Building & Safety**

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 Transportation and Land Management Agency activities. It is Building and Safety's overall goal to provide safe, pleasant living and working environments for all of our citizens.

For more information, please visit: <https://rctlma.org/building/>

- **Code Enforcement Department**

The Code Enforcement Department's mission is to enhance public safety and the quality of life in partnership with the community through fair enforcement of law and codes. The Code Enforcement Department is responsible for enforcing various state and federal laws within the unincorporated areas of Riverside County. Code Enforcement activities contribute to safe, healthy, sustainable communities and preservation of water quality and natural resources by responding to complaints concerning land use, grading, and building code violations related to public nuisances, zoning violations, and other issues that negatively impact the quality of life in the community. The Department seeks to strike a balance between enforcement and compliance by engaging in a community-oriented approach geared toward achieving voluntary compliance.

For more information, please visit: <https://www.rctlma.org/ce>

- **Planning Department**

The Planning Department reviews and processes land use applications and makes recommendations to the Planning Commission and Board of Supervisors on cases. Applications include tract and parcel maps for residential, commercial, and industrial projects, land use and zoning changes, plot plans, and conditional use permits for business operations. The Department also fulfills advanced planning functions as mandated by state law, including management of the County's General Plan, a comprehensive long-range plan intended to guide the growth and development of unincorporated areas within the County. The Planning Department strives to provide timely, responsive and helpful service to the public and to promote innovative development that efficiently.

For more information, please visit: <https://planning.rctlma.org/>

- **The Transportation Department**

The Transportation department is responsible for planning, designing, funding, building, operating and maintaining all roads, bridges, and transportation facilities within the unincorporated County territory. In road maintenance alone, the scope of services totals more than 2,100 miles. The Department focuses on the priorities of improving safety, maintaining existing roads and bridges, and enhancing roadway capacity to keep up with population growth.

For more information, please visit: <https://rctlma.org/trans>

Unique Divisions within TMLA:

- **TMLA Aviation**

The Aviation Division manages five airports: Blythe, Hemet Ryan, French Valley, Jacqueline Cochran, and Chiriaco Summit encompassing over 5,000 acres of land and provide aviation facilities and services to private and corporate tenants, aircraft users, and businesses. Each airport is unique and offers a variety of services. The Aviation Division applies receives grants from the Federal Aviation Administration (FAA) and the State of California Department of Transportation (Cal-Trans) for capital improvement projects for each airport.

For more information, please visit: <https://rctlma.org/Departments/Aviation>

- **TMLA Salton Sea**

The Salton Sea Authority is a Joint Powers Authority (JPA) that was created in 1993. In 2020, it became part of the Transportation and Land Management Agency (TLMA).

It is empowered to revitalize the Salton Sea as a natural resource / economy in consultation and cooperation with state, federal and local government entities. The Salton Sea Authority strives to protect human health, restore healthy habitat, and revitalize the economy of the Salton Sea area. It is focused on partnering with state, federal and local government entities that captured quasi government and like organizations such as tribes as well as other stakeholders to meet its goal.

For more information, please visit: <https://saltonseaauthority.org/>

Waste Resources

The Department of Waste Resources' mission is to protect the general public's health and welfare by efficiently managing Riverside County's solid waste system through: the provision of facilities and programs, which meet or exceed all applicable local, state, federal, and land use regulations; the utilization of up-to-date technological improvements; the development and maintenance of a system that is balanced economically, socially, and politically; and the economically feasible recovery of waste materials. The Department operates with three distinct Divisions – Administration, Engineering/Operations, and Environmental.

The Department of Waste Resources operates five landfills, has a contract agreement for waste disposal with an additional private landfill, administers several transfer station and collection center leases, maintains thirty-three inactive/closed landfills, and reviews and approves new construction projects to ensure waste diversion goals are met. The Department believes that much of what society throws away today actually has residual value and should be repurposed for a better use; therefore, every effort is made to recycle and reuse appropriate items with scrupulous attention to public health and safety. The Department ensures that Riverside County has a minimum of 15 years of capacity, at any time, for future landfill disposal, and is organized so that nearly all functions of designing, permitting, operating, maintaining, and supporting the landfill system are performed by in-house staff. In addition to landfill management, Waste Resources provides a variety of community services including household hazardous waste collection, recycling, composting, illegal dumping clean-up, community clean-ups, and graffiti abatement.

For more information, please visit: <http://www.rcwaste.org/>



RUHS HEALTH & HOSPITAL SERVICES PORTFOLIO

The Riverside University Health System (RUHS) provides integrated and coordinated ambulatory care services, behavioral health treatment, hospital care, and public health services throughout the community. The Riverside University Health System is comprised of six divisions: Community Health Centers [Federally Qualified Health Center (FQHC)], Behavioral Health (RUHS-BH), Public Health (RUHS-PH), RUHS Medical Center and specialty clinics (RUHS-MC), Correctional Health Services (CHS), and Medically Indigent Services Program (MISP).

Behavioral Health

The principal goal of Riverside University Health System – Behavioral Health (RUHS-BH) is to provide culturally sensitive community-based care and services for adults and older adults who are experiencing challenges due to mental health and substance use disorders, for children and youth with serious emotional problems, and for people needing the protection of public guardianship. RUHS-BH promotes the wellness and recovery of consumers of behavioral health and substance abuse care and services to help them achieve their optimal level of independence, self-determination and personal/social functioning consistent with their individual desires and capabilities.

The Administrative Division includes Program Support, Materiel Management, Contract Administration, Management Information Services, Research, Payroll, Fiscal Services, Patient Accounts, Quality Improvement, Managed Care, Patients' Rights, Outreach Services, and Consumer Advocacy Services.

Behavioral Health treatment programs are provided for children, adolescents, transition-aged youth, adults, and older adults through a county-wide network of providers. Behavioral health services are available regardless of Medi-Cal eligibility and are also provided to those who are ordered by a court of law to seek treatment. The Public Guardian's Office provides services to individuals who are determined by a court of law to be incapable of maintaining their finances and/or personal well-being. Substance Abuse Disorder services are available in eleven variant levels of care from prevention to medically monitored residential treatment. These services are available to any Riverside County resident, regardless of Medi-Cal eligibility, and are provided to adolescents between the ages of 12 and 20 regardless of Riverside County residency to ensure that they have access to care even when living in foster placement or group homes.

For more information, please visit: <http://www.rcdmh.org/>

Public Health

The mission of the Riverside University Health System- Department of Public Health (RUHS-PH) is to promote and protect the health of all County residents and visitors in service of the well-being of the community. The Department strives to accomplish this mission through State of California mandated services and programs and community based public health programs.

Here are some examples of what program services are provided by Public Health:

- Family Planning - Education of reproductive health, Immunizations- a mandated program that provides education and updates to medical providers and the public. The diagnosis and treatment of Tuberculosis (TB) and sexually transmitted diseases.
- Public Health Nursing - Works with the community to encourage healthy eating and active living for all ages by providing targeted case-management, Public Health Laboratory-focus on the diseases and the health status of the community. Offers maternal, child, and adolescent health services and monitors the health status of the community and maintains birth and death information.

The department's programs are organized under three divisions and thirteen branches with an administrative support unit. The branches include: Children's Medical Services, Community Outreach/Injury Prevention Services, Disease Control, Epidemiology and Program Evaluation, Public Health Nursing/Family Planning/Immunization Program/Staff Development/Public Health Nursing, HIV/AIDS and STD Program, Nutrition Services/WIC Program and Health Promotion, Public Health Laboratory, Maternal Child and Adolescent Health, and Vital Records.

For more information, visit: <http://www.rivcoph.org/>

Riverside University Health System – Medical Center

At Riverside University Health System – Medical Center we recognize that you have a choice when it comes to your healthcare. You have the very best physicians and healthcare professionals as your medical team. You expect the highest quality of care and safety record around and RUHS delivers with ease access to providers and programs designed to promote your healing and well-being. At RUHS Medical Center, we strive to meet these requirements as the region's primary public health system serving the nearly 2.3 million residents of Riverside County.

RUHS Medical Center and its outpatient clinics are licensed with the Department of Health Services. Before our name change in 2016, we were previously licensed as Riverside County Regional Medical Center since 1998, and as Riverside General Hospital since 1893.

As part of our commitment excellent care, we participate in extensive evaluations with independent, nonprofit accrediting agencies, as well as government organizations, that review hospital performance on the basis of specific quality measures.

For more information, please visit: <https://www.ruhealth.org/>

- **Correctional Health**

Correctional Health provides effective, efficient, and professional health care to adults and juveniles incarcerated in Riverside County. Correctional Health reports to the administration of

the Medical Center and provides medical and dental services in five county jails and three county juvenile halls. The department is responsible for providing all non-acute medical services to individuals admitted to the jails and juvenile halls working closely with the Sheriff's department and corrections team. Per Title 15 of the California Code of Regulations, the Sheriff is responsible for ensuring basic and emergency medical, dental services to adult inmates. Both the Sheriff and Probation departments have memorandums of understanding with Correctional Health to provide these services.

- **Medically Indigent Services Program (MISP)**

MISP provides financial assistance for the health needs of adults. The program covers acute illnesses and medical care to prevent disability. The goal of the program is to reduce costly hospital stays and increase a patient's ability to work. Indigent medical services is mandated by the State of California, and the Riverside County Board of Supervisors directs the eligibility criteria and scope of services covered.

For more information, please visit: <https://www.ruhealth.org/medical-center/patients-visitors/billing-insurance/medically-indigent-services-program>

- **Riverside University Health System- Community Health Centers**

Riverside University Health System – Community Health Centers include primary and specialty care at 10 Federally Qualified Health Centers (FQHCs) throughout Riverside County, as well as Mobile Health Clinic that travels throughout the County. The FQHCs provide comprehensive outpatient primary care services to all – regardless of a person's ability to pay. Cancer screenings, immunizations, flu shots, dental services, nutrition management, pregnancy care, dental care, counseling, and child health services are a few of the many services available to you. In addition, we have a Mobile Clinic that travels to communities to provide health service.

For more information, please visit: <https://www.ruhealth.org/services/primary-care-and-services>



STUDENT INTERN GUIDE

Participating as an intern is a key way to gain hands-on experience in a work environment, contribute to a common goal, and identify future career goals.

INTERN OBJECTIVES

- Explore and clarify majors and career goals with professionals in the field
- Develop relevant knowledge, competencies and experience
- Gain practical employment experiences
- Establish a network of professional contacts, mentors and references
- Create a rewarding college experience through experiential learning

SUPERVISION

Your supervisor will oversee the internship and provide practical guidance, goals, performance expectations, and periodic evaluations. Examples of the supervisor's responsibilities are to:

- Provide an orientation with an overview of rules, office culture, nature of the work, and how it contributes to the County overall
- Identify projects, expectations, and the skills and training you need to succeed
- Discuss goals and acceptable performance criteria with you
- Observe and supervise your performance
- Review and sign your time sheet
- Schedule regular meetings to discuss projects and provide feedback
- Evaluate the overall internship outcomes including your performance acknowledging accomplishments, and offering suggestions for improvement

MENTORING

Your mentor will coach you through difficult moments, listen and respond to your concerns, and show interest in your progress. For some interns, the supervisor will also be the mentor, while other interns may have a mentor assigned to them based on the project, knowledge, skills, and training that person can offer an intern. Additionally, some interns may make a personal connection in the workplace and that person may provide mentoring as well. Examples of the mentor's responsibilities are to:

- Coach a student through difficult moments
- Listen and responding to their concerns
- Show interest in their progress

Making the Most of Your Internship

You have come to this internship to learn about the world of work and develop skills and attitudes that will be useful to you throughout your future career. While you will be expected to complete certain tasks and manage your responsibilities, you will also be involved in a learning process with your supervisor/mentor.

Your role as a student entails putting your best effort toward performance and learning from your supervisor and peers. The key to having an educational and worthwhile experience as an intern is being receptive to the guidance and suggestions of your supervisor and being willing to look at issues or problems from a new perspective. In exchange, your mentor will try to propose suggestions that make sense to you and will be patient with you as you learn.

INTERN RESPONSIBILITIES

- Be on time and in regular attendance.
- Abide by the rules of the organization.
- Notify your supervisor if you must be absent.
- Contact the Educational Support Program's Internship Team at internship@rivco.org with problems or concerns.
- Discuss expectations and tasks with your supervisor and make sure you have the skills and training and necessary to complete the tasks.
- Review goals and performance criteria and come to a mutual agreement on outcomes.
- Understand the rules, culture and expectations of the workplace and how it contributes to the larger organization.
- Accept feedback and constructive criticism about your performance.
- Complete any forms required by your school.
- Provide ESP with current transcripts at the end of each semester/quarter.
- Maintain a minimum cumulative GPA of 2.5 during your participation in the Internship Program.
- Commit to the schedule you and your supervisor agreed upon.
- Regularly schedule time with your supervisor to receive feedback and voice any concerns or questions.
- Take advantage of your internship by paying close attention to the work environment and activities of the professional staff around you.
- Take an active role by performing to the best of your ability and communicating well with your supervisor when questions or problems arise.
- Pay close attention and listen to the supervisor without interrupting or becoming defensive. Try to be open to and absorb the supervisor's feedback and suggestions.
- Respond in ways that communicate to the supervisor that you are listening and understanding. This can include maintaining eye contact or confirming what the supervisor has said. Do not hesitate to ask questions to clarify issues or to make sure you understand your supervisor's expectations.
- Present opinion or ideas which are different from those of your supervisor in a way that demonstrates your understanding of the supervisor's point of view.
- Accept the fact that supervisors vary in the amount of time they have to devote to mentoring interns and their skills as mentors. Your supervisor's first priority is the job he or she was hired to do. As a consequence, it may be difficult for this individual to give you as much attention as you would like to receive.
- Take both praise and criticism seriously and reflect on such feedback, but be careful not to overvalue subjective comments and opinions from your supervisor. Your internship is meant to provide coaching and practice as well as a chance to contribute to a business or organization.

How to Deal With Conflict

No matter how much preparation and discussion you have had before you begin working, it is possible that some type of conflict will arise during your internship. For example, you may think that you are not receiving enough mentoring and supervision and feel confused or resentful. Or, your supervisor may not agree with the way you are handling a specific task. There are many possibilities for misunderstandings or conflicts in this unique kind of employment situation, but they can be dealt with to avoid escalation into irresolvable problems.

Try to approach conflicts in a manner that is direct, yet not aggressive or accusatory. One way of doing this is by making an "I" statement and listening carefully to the supervisor's response. An "I" statement expresses what you feel or think, rather than a general criticism or assumption about what others feel or think.

Here is an example that illustrates the difference. Suppose your supervisor criticizes you for failing to place an important document in the day's mail. This angers you, and you respond: "You never told me that I was responsible for getting the mail ready before 4:30, so your report didn't go out." Such a statement may well be interpreted as disrespectful and rude. A better way to handle the situation is to express your concern and frustration using an "I" statement. An "I" statement focuses on your perceptions and feelings. For instance, you could say, "I didn't understand that you wanted me to make sure the reports were in the mail before 4:30. What can I do to be clearer about mail deadlines?" This reframes the issue as a misunderstanding and expresses your willingness to clarify the issue and avoid future repetitions of the situation.

Successful Conflict Management

Regardless of the cause of the problem, the crucial step is for you and the supervisor to arrive at a solution appropriate to the environment in which you are working. Recognize that there are always multiple points of view and that you are entitled to an opinion. It is important to get the conflict out in the open so that it can be addressed. "I" statements are often a useful way to make this happen. Listening carefully to the supervisor's point of view without being judgmental or defensive is an important technique to use. Try focusing on ways to resolve the conflict. Making sure both you and the supervisor agree on and understand the solution.

If you feel there is an issue that cannot be resolved, please contact the Educational Support Program by telephone at (951) 955-3510 or email at esp@rivco.org.



EVALUATIONS

How do I Assess My Intern Performance?

Self-assessment is an ongoing process, not just something to do when your internship is over. It is an essential part of being a good intern. Because your supervisor will be observing and assessing your progress as well, it will be natural for you to take time to reflect on how you feel you are doing. You can discuss specific incidents or overall progress during your regular meetings with your supervisor and use these discussions to document growth and/or areas for continued improvement in the final evaluation conference.

You can use the “Internship Performance Agreement” as a guide for the areas in which you should perform a self-assessment, but you should also think about more personal areas of development. Your self-assessment can be less formal than the evaluation systems typical of the workplace, serving as a supplement to your supervisor’s assessment of your performance. It may be especially helpful to compare the two assessments and discuss the mutual ideas about your strengths and weaknesses. Try to separate your feelings about your performance from your feelings about other factors, which may have influenced your performance (your opinion of your supervisor or other employees, your feelings about the company or type of work it does, etc.). Finally, make sure that you make an honest assessment of your work according to realistic workplace and personal expectations. Only this type of assessment will serve as an educational tool and expose you to the kind of demands you will face in your future places of work.

Student Intern Evaluation

Each student will have a final evaluation completed by their supervisor/mentor at the end of the internship.

In addition, students receiving academic credit may also have an evaluation required through their university/college. By providing the supervisor/mentor with a blank copy of the school’s evaluation prior to the internship, they can utilize the form along with the “Internship Performance Agreement” to establish objectives and goals to be achieved throughout the internship.

Student/Mentor and Program Evaluations

Each student will have the opportunity to submit an evaluation on their supervisor/mentor. At the end of the internship, the Educational Support Program will provide students with an evaluation rating the Internship Program and their supervisor/mentor.

Note: The “Internship Performance Agreement” will be provided to your supervisor prior to the start of the Student Internship Program. Be sure to request a copy once you and your supervisor have signed the agreement.

Student Guide References

- 1) Author not listed. (2002). Company X Internship Guide. TMP.Worldwide.
- 2) Markham, T. (1998). Employer Guide to Internship. Academy X.
- 3) Pratt, C. (2001). Cooperative Education and Internships: Windows Into the World After Graduation. Career Planit.
- 4) University Relations and Recruiting, Unisys Corp. (10/1999). Student Employment Program Manager's Manual. UnisysCorp.

ESSENTIAL EMPLOYMENT INFORMATION

County of Riverside employees are required to comply with all applicable County and department policies. In addition to the key County policies outlined below, your department may provide you with a number of department policies that you are also expected to understand and follow. If you have questions about any policies or procedures, it is your responsibility to clarify them as soon as possible with your supervisor or manager.

It is essential that all employees are aware of County and department expectations regarding work and conduct. Many of these expectations and values are outlined in the County of Riverside's *Code of Ethics*, included on page 47. The standards in this code reflect the Board of Supervisors' expectations that all employees will conduct themselves professionally, honestly, and with utmost integrity, in a manner that reflects positively upon their departments and the County as a whole.

While it is expected that Riverside County employees will comply with all of the rules and regulations, being a County employee means much more than that. It means shedding the outdated image of mediocrity in public sector service and instead striving for excellence in all that we do, while continually improving our knowledge and skills. It means valuing our internal and external customers and treating them as well as we would want to be treated. It means taking pride in our work and conducting ourselves in a manner that is professional, courteous, and above reproach. It means doing our best work today, in order to build a better future for our community tomorrow.

As part of your intern orientation, you will be asked to sign a form stating that you understand the policies and employee responsibilities discussed. The form will be added to your NeoGov checklist as part of your new hire paperwork and must be signed in order to complete the requirement.

As a County Intern, you are considered a Temporary Assistance Program (TAP) employee which is defined as an employee who is hired onto a department for a temporary length of time. As a temporary employee, you are eligible for TAP benefits. Please click on the following link to view a list of eligible [TAP benefits](#).

PERSONNEL POLICIES

All Board of Supervisors Policies can be accessed on the BOS webpage:

<http://www.rivcocob.org/board-policies/>

Code of Ethics —The Riverside County Code of Ethics, approved by Minute Order by the Board of Supervisors on January 29, 1991, applies to each and every County employee. The Code of Ethics outlines the Board of Supervisors' organizational values that reflect professionalism of all County employees and the highest degree of public accountability for the benefit of County employees and the public. See page 47 for the complete Code of Ethics.

Electronic Media and Use Policy (Policy A-50) — Employee use of any County electronic media system is not private, and employees using these systems should not expect their communications to be private. All County employees are expected to abide by this policy. Any misuse of County electronic media may result in disciplinary action. As used in this policy, electronic media includes, but is not necessarily limited to the following: email, internet, voicemail, video teleconferencing, fax, diskettes, storage media, bulletin boards, television, electronic subscription services, electronic documents and any other forms of electronic communication. Follow the link provided to view full details of [Policy A-50](#).

Information Security Policy (Policy A-58) — It is the policy of Riverside County to protect Riverside County information in accordance with all applicable laws, governmental regulations and accepted best practices to minimize information security risk; ensuring the right information is available to the right people at the right time. Follow the link provided to view full details of [Policy A-58](#).

Alcohol and Drug Abuse Policy (Policy C-10) — Employees must be in a condition to perform their duties safely and efficiently. They may not be at work or on on-call or standby duty while their ability to perform job duties is impaired due to on- or off-duty alcohol or drug use. They also may not possess controlled substances or prescription drugs without a prescription while on duty, or use alcohol while on County property or at work locations or while on duty. Taking of medications which may affect performance of duties must be reported to their supervisor before beginning work. Follow the link provided to view full details of [Policy C-10](#).

Safety (Policy C-12) — The County strives to provide a safe working environment for you. It is your responsibility to learn the safety rules that apply to your job and report to your supervisor any conditions that you think may be unsafe. Your department maintains a description of all workplace hazardous materials to which you could be exposed. If you become aware of any unsafe condition, whether it is in a building, parking lot, or on County grounds, you must immediately report it to HR - Safety Division at (951) 955-3520. Follow the link provided to view full details of [Policy C-12](#).

Harassment Policy and Complaint Procedure (Policy C-25) — All employees should be treated with respect and dignity. Sexual harassment, or harassment for any unlawful reason, such as that based on age, race, or national origin, will not be tolerated. Harassment includes, but is not limited to: speech, such as lewd propositioning, epithets, stereotypical or derogatory comments or slurs on the basis of race, color, national origin, ancestry, religion, sex, age, physical or mental disability, medical condition, marital status, pregnancy, sexual orientation, or other protected classes. This might include inappropriate sex-oriented stories or jokes, or those based on the other protected classes (race, age, etc.). Any such actions by employees may lead to disciplinary action up to and including termination of employment. Follow the link provided to view full details about [Policy C-25](#).

Workplace Violence, Threats, and Securities (Policy C-27) — The County of Riverside does not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making either direct or indirect threats or engaging in violent activities. The County has a Zero Tolerance standard. Any potentially dangerous situation must be reported immediately to a supervisor and the County Human Resources Department Safety Office at (951) 955-3520. Follow the link provided to view full details about [Policy C-27](#).

Standards of Ethical Conduct to Address Fraud, Waste and Abuse (Policy C-35) — The County of Riverside Board of Supervisors believe that the ethical conduct of those in public service is of upmost importance. This policy addresses fraud, waste and abuse in county government and establishes reasonable standards of ethical conduct for all county employees and officers. It is the intent of this policy to establish minimum expectations relative to employee and officer behavior and conduct in the execution of their duties as representatives of the county. Follow the link provided to view full details about [Policy C-35](#).

Vehicle Use and Safety — All employees, who are or may be required to drive on County business, must meet all vehicle and safety requirements before authorization is given to operate a County vehicle or personal vehicle while on County business. Each employee must have an Agency/ Department/District written authorization to drive a County vehicle or other vehicle on County business. The employee must complete General Form #30, "Authorization to Drive a Riverside County Vehicle or Private Car for County Business."

All employees who seek authorization to drive must have a valid and appropriate class of Driver's License for the type of vehicle being operated and proof of insurance equal to or greater than required by the State of California. All County employees authorized to operate County vehicles or private vehicles to conduct official County business must attend a vehicle operation safety training class sponsored by the County Safety Office within the first six months of hire.

Personal Profit and Conflict of Interest — Employees must devote their time to County business and may not engage in private activities for profit or otherwise during working hours. Any fees, commissions, or mileage received by an employee by virtue or function of his or her County position are the property of the County and must be deposited with the Treasurer. Whether on duty or off duty, no employee or officer shall accept any gift or favorable treatment which could reasonably be perceived as potentially influencing any decision or action of the officer or employee in his or her official capacity, or any decision or action of the County agency that he or she represents.

Health Privacy and Security Policy (B-23) — This policy outlines the limits within which the County will handle individuals' health information. Generally, the County may use and disclose health information, as allowed under state and federal law, including the Health Insurance Portability and Accountability Act (HIPAA), for treatment, payment, health care operations, and health plan administration. All County employees are expected to abide by this policy and state and federal law with regard to the use and disclosure of individually identifiable health information maintained by the County for both County employees and the public. Follow the link provided to view full details about [Policy B-23](#).

Political Rights and Prohibitions — As a County employee, you are subject to the California Government Code, Sections 3200 and following, regarding political activities. If you are employed in a department that receives federal revenue, you are probably also covered by legislation in U.S. 1501, Title 5. This may limit the type of elected office you may seek while employed in your department. In general, employees may not:

- Use their status as a County employee to improperly influence the vote or candidacy of any person
- Solicit political contributions from other employees
- Participate in political activity while in uniform

Employees are responsible for seeing that their political actions do not violate the law.

Disaster Assignments — Government Code Sections 3100 and 3101 and County Ordinance 533.3 declare that all public employees are “disaster service workers subject to such activities as may be assigned to them by their supervisors or by law.” In the event of declared local or state disaster, all employees of the County, by law, may have an emergency response assignment. In such instances, all County employees are expected to report to work with their County ID badge on their person, or contact their department as soon as they can during such an event. They may be assigned duties to help carry out plans to protect persons and property.

CODE OF ETHICS

PREAMBLE:

While it is recognized that a County-wide code of ethics cannot be prescribed to totally address each department's circumstances where variations occur in departmental missions and responsibilities, the purpose of these universal standards reflects the Board of Supervisors' expectations for organizational values that reflect professionalism and the highest degree of public accountability for the benefit of those we work with and serve:

1. **PUBLIC INTEREST:** We recognize that the principal function of County government is to serve the best interest of all the people.

2. **DEDICATION:** We are dedicated to the concepts of effective and democratic government by responsible elected officials and believe that professional management is essential to the achievement of the objective.

3. **POLICY-MAKERS:** We submit policy proposals to our elected Board of Supervisors, provide them with impartial facts and advice on which to base informed decisions, recommend establishment of community goals, and implement/uphold policies adopted by the Board.

4. **PUBLIC AWARENESS:** We will keep the community informed on County programs and issues, encouraging communication between our citizens and all County officers; emphasize friendly and courteous service to the public; and seek to improve the quality and image of public service.

5. **HONESTY:** We are honest and truthful in all our dealings and do not deliberately mislead or deceive others. We will seek no credit or favor, and believe that personal aggrandizement or profit secured by confidential information or by misuse of public time is unacceptable and dishonest.

6. **INTEGRITY:** We demonstrate personal integrity and the courage of our convictions. We will not sacrifice for expediency, be hypocritical, or unscrupulous.

We will respect and protect the privileged information to which we have access in the course of official duties.

7. **TRUSTWORTHINESS:** We are candid forthcoming in supplying relevant information, and make every reasonable effort to fulfill the letter and spirit of our promises and commitments.

We will avoid any interest or activity which is in conflict with the conduct of our official duties.

8. **FAIRNESS:** We are fair and just in all dealings; we do not exercise power arbitrarily, and do not take undue advantage of another's mistakes or difficulties.

9. **CONCERN FOR OTHERS:** We manifest commitment to justice and equal treatment of individuals; and tolerance for and acceptance of diversity.

10. **LAW ABIDING:** We abide by all legal rules and regulations relating to our business activities.

11. **COMMITMENT TO EXCELLENCE:** We pursue excellence in performing our duties, and constantly endeavor to increase our proficiency. We are also committed to encouraging the professional development of our associates and those seeking to enter the field of public administration.

12. **LEADERSHIP:** We are cognizant of our responsibilities and opportunities for leadership and strive to be positive role models. By our conduct we create an environment in which principled reasoning and ethical decisions are made.

13. **REPUTATION AND MORALE:** We seek to protect and build the County's good reputation and the morale of all associated with the organization by taking whatever actions are necessary to correct or prevent inappropriate conduct of others.

14. **ACCOUNTABILITY:** We acknowledge and accept personal accountability for the ethical quality of our decisions and omissions to ourselves, our colleagues, and our citizens.

STUDENT RESOURCES

LEARNING AND ORGANIZATIONAL DEVELOPMENT

Human Resources Learning & Organizational Development (L&OD) is the County of Riverside's learning and organizational development function serving all County departments and employees. We provide learning and performance solutions to enhance public service outcomes that support the CEO's county-wide vision, goals, and the desire for the County of Riverside to become a service-focused, learning organization. The goal is to improve the County of Riverside public service outcomes by enabling greatness in County departments, divisions, organizations and individuals through a multifaceted approach. We offer an array of services, including world class live in-person learning opportunities, organizational development and consulting services, online learning, eLearning development services, administration of the County of Riverside's Learning Management System, college advisement, career assessments and counseling, tuition assistance and discounts, unique professional development programs, and so much more. Read below and visit our website for more information: <https://corlearning.rc-hr.com>.

Onboarding Experience

County Intern Orientation is provided to you by the Learning and Organizational Development, Internship Team. Typically, orientation sessions are held in-person in Downtown Riverside; however, due to concerns in regards to COVID-19, orientation will be conducted virtually through NeoGov and consist of an Intern Orientation video. This video is a great introduction to the County of Riverside, including the history, structure, and departments, as well as services available to County employees. The Intern Orientation video will be assigned to your NeoGov checklist and must be viewed in its entirety in order to complete the requirement.

COR Learning Center

Organization Development and Consulting Services - COR Learning Center provides departments with high quality organization development and consulting services to enable the County Departments and Divisions to increase effectiveness and achieve their performance and goals. Services include, but are not limited to, *organizational change and transition management, organizational assessment, strategic planning, strategy implementation, process improvement, team development, meeting facilitation, and coaching.*

County-wide Learning Management - COR Learning Center Administers the County's Learning Management System for course scheduling, online enrollment, records tracking, data maintenance, report generation, system maintenance and fielding customer calls for all courses. COR Learning Center provides learning administration services for all courses offered through COR Learning Center, legally required and mandated courses, and department specific required courses.

Focused Learning Cohorts, including the Executive Leadership Program, Management Academy, Supervisory Academy, and Professional Assistant academy, to prepare participants for increased levels of responsibility and improve performance through proven and innovative ideas to meet the challenges of our changing business environment.

World-class Live Courses for employees based on the work of some of the world's most *revered executives, authors and thought leaders Stephen Covey, Peter Block, Patrick Lencioni, Ram Charan, Larry Bossidy, Joseph Grenny* and many more. Courses are available to all employees for the low cost of materials, a savings of up to 85% off retail.

County-wide E-Learning makes learning freely accessible to all county employees from any computer or mobile device, anywhere, anytime, 24/7 at exactly when employees need it. Learning offerings include thousands of online courses resources, short videos, job aids, simulations, certification pre courses, e-books and book summaries on a wide variety of topics including Leadership, Supervision, Customer Service, MS Office Suite and much more.

Professional Certification Prep Material - Preparation for professional Certifications is available in the areas of *Nursing, Project Management, Six Sigma, Human Resources Management, Information Technology* and much more at your fingertips, exactly when you need it.

Academic Degree Credit and CEU eligible courses are available through which employees earn academic credit toward undergraduate degrees, professional certification programs or continuing education units (CEU). Degree credits are available through the University of Phoenix, Drexel University and George Mason University. **Information Technology Professional Certification Courses** are available including over 1,500 courses and several thousand hours of course instruction, simulated practice and practice certification exams ensuring that RCIT staff can keep skills current while saving thousands per person on equivalent courses taken externally.

Educational Support Program

The County is interested in “growing our own” and doing what we can to keep great people. Employees have access to professional career and college counselors who assist with developing education plans that fit everyone’s unique situation and ensures individuals are selecting “best fit”, realistic career goals. Employees are provided with an array of resources to assist with reaching their goals, including career and personality assessment administration, financial aid resources, tuition discounts, onsite degree programs with partner universities, and much more. We can assist you with identifying your ideal career, then we’ll create a road map specifically designed for you to help you reach your goal...your way!

The following benefits may be available when a formalized plan is developed by the County’s Educational Support Program and approved by the employee’s participating County department:

- Reimbursement for the cost of textbooks, tuition, registration, and laboratory fees for courses required to obtain a college degree or a professional license or certification, from a regionally accredited institution of higher learning;

- The ability to work a reduced schedule while continuing to be paid as a full-time employee, to allow time to complete clinical or fieldwork requirements, for degree programs sought by the County;
- Alternative support and resources to achieve educational and training goals or assistance with educational loan repayments, to meet the County's hiring and retention needs.

Please note: All options provided above have specific criteria and are not available to all employees. Completing an ESP application and meeting with a career counseling is the best way to learn about what options may be available to you, specific to your department and/or union.

Career Assessment and Counseling is available to assist employees in identifying and maximizing future employment and development opportunities, enabling them to thrive in today's competitive workplace. Individualized services are provided, including skill and career assessment tools; review of resumes, education, and positions; and interfacing with departments regarding potential career opportunities. Employees are provided with one hour of County time to attend one career counseling meeting. For more information, visit our website at <https://corlearning.rc-hr.com/> or call the Educational Support Program at (951) 955-2572.

College Relations partners with local universities and colleges to provide employees with tuition discounts ranging from 10-60% off with application fees waived. In addition, we work with our regionally accredited, not-for-profit university partners to provide onsite degree and certification programs. These onsite programs are typically offered in a hybrid format, with live courses one night per week and the remaining completed through online studies. With onsite programs, the tuition discount given to employees is higher than our partners already great tuition discounts. To learn more and see a list of our college partners and the discounts offered, visit our website at <https://corlearning.rc-hr.com/>.

Professional Student Internship Program is available to current and recently graduated (within the last year) undergraduate and graduate level college students, as well as high school students. Our goal is to provide hands-on, real world projects and experience in the public sector in relation to the student's course of study. This is also a great way for students to explore the world of public service and the array of careers available. Utilize an internship opportunity to ensure your career ideal matches up to the reality of the actual daily work. There are many benefits to internships for both the student and the employer. Studies have found that in addition to greater employability after graduation, most students' employment opportunities in their field of study evolve directly from their internship either after graduation, or many times before. Visit our website at <https://corlearning.rc-hr.com/> and the County's Human Resources website at www.rc-hr.com for more information and available internship opportunities.

Professional Readiness Opportunities (PRO) Program is designed to meet the County's staffing needs by offering on-the-job training opportunities for employees who lack actual work experience to compete for positions that are in demand. By "floating" into a position for six to 12 months, employees will gain the specialized skills, knowledge, and experience they are lacking in order to successfully compete. This is a department-driven program where opportunities arise based on department requirements. Employees who are interested in the PRO program should discuss this option with their manager. If there are any questions relating to the program, please email HRLOD@rivco.org.

The **Learning and Organizational Development Division** provides the support and resources you need to excel. With so many career options available, you can have multiple careers throughout your tenure with the County of Riverside. We look forward to supporting you!

For more information on any of the programs and services offered by the Learning and Organizational Development division, visit our website at <http://corlearning.rc-hr.com>.

A man in a dark suit and tie is standing in front of a chalkboard, holding a piece of chalk in his right hand. He is looking towards the camera with a slight smile. The chalkboard is filled with white, handwritten text in a cursive script. The words are arranged in several rows: 'coach', 'learning', 'ability' in the first row; 'practice', 'instruction' in the second row; 'Training' (larger), 'mentor' in the third row; 'advising', 'education' in the fourth row; 'development' in the fifth row; 'skill', 'teaching', 'workshop' in the sixth row; and 'to', 'knowledge' in the seventh row. The background is a solid dark blue-grey color.

coach learning ability
practice instruction
Training mentor
advising education
development
skill teaching workshop
to knowledge

COUNTY OF RIVERSIDE CULTURE OF HEALTH

The Wellness Program is a holistic employee wellness program focused on supporting County employees in their pursuit of a healthier lifestyle, emotional well-being, and professional enrichment by connecting employees to appropriate resources and, educational tools. The Wellness Program sets out to create an environment where work and personal life are balanced and enhanced for its employees.

Contact Info:

Ryan Wann, MS, CSCS
Wellness Educator
Phone: 951-955-0023
Email: rwann@rivco.org

EMPLOYEE ASSISTANCE PROGRAM (EAP)



Anthem's Employee Assistance Program (EAP) provides quick and easy access to confidential counseling and referral services to help employees and their household members deal with daily work and life challenges. Employees can choose from offices conveniently located throughout Southern California, as well as, remote services through secure online portals. EAP is employer-sponsored, so it's available at no cost to you, your dependents or household members. There are many new and exciting services, such as, financial services, elder and childcare concerns, and much more.

All employees and their household members will have access to Anthem EAP services including toll free 24/7 telephone consultations and referrals. Anthem EAP offers LiveHealth Online, which provides the option to access live therapy via smart phone, tablet, or computer to obtain expert advice, a treatment plan, and medication, if needed.

Get the support you need at: (833) 954-1067 or Access EAP online at AnthemEAP.com;
Member Login: PRISM



Talkspace is a new feature offered to employees. Talkspace provides licensed, experienced, and verified therapists who provide you with the guidance and tools to help you feel better. With Talkspace employees and their household members will have access to a therapist via text and video messaging. They will also receive a personalized therapist match with live video calls!

All employees and dependents 13+ will have access to Talkspace resources.

Access Talkspace online at [Talkspace.com/CountyofRiverside](https://www.talkspace.com/CountyofRiverside); Member Login: RIVCO



COMMUTER SERVICES – RideShare

The mission of Commuter Services is to assist County of Riverside employees by promoting a broad range of transportation alternatives other than driving to work alone and to increase employees awareness and rideshare participation.

Through creative planning and partnerships with other public entities such as Riverside County Transportation Commission (RCTC), and under the guidance of South Coast Air Quality Management District (SCAQMD), and to comply with Rule 2202 as mandated by the SCAQMD, Commuter Services strives to lead Riverside County in meeting its goal to reduce air pollution, improve traffic congestion and make Riverside County a better place to live and work.

County of Riverside Commuter Services offers incentives for eligible and registered participants. The incentive programs and its services are provided at no cost to the employees, except for the County Vehicle (CV) Program, which is an employee subsidized program.

Participant incentives include a \$2-A-Day incentive in the form of a gift card for each day employees RideShare to work for their first three (3) consecutive months. The VIP Perks Membership is where participants will have online and mobile access to over 500,000 best-in-class discounts and special offers, monthly opportunity drawings, and preferred carpool parking spaces which are available at most County facilities.

Biking and walking to work are also greatly encouraged. At some worksites, bicyclists and walkers can take advantage of bicycle racks, personal lockers and showers!

Public transportation (e.g. RTA, Metrolink, OmniTrans or Sunline) users may utilize the Transportation Expense Program to save time and money on their transit pass. Enrolled participants can have the cost of their transit pass deducted via payroll deduction on a pre-tax basis up to the allowed amount established by the IRS.

In addition, Commuter Services offers a Guaranteed Ride Home (GRH) Program to registered RideShare participants in the event of a personal emergency or unexpected overtime.

For more detailed information or questions about County of Riverside Commuter Services, please visit us at <http://rivcocommuter.rc-hr.com/> or email icommute@rivco.org or call 951/955-1118.



WORKER'S COMPENSATION

If you have an injury or illness resulting from your employment, you may be entitled to workers' compensation benefits provided to you at your employer's expense. In the case of a work-related injury or illness, report the incident immediately to your supervisor, who will report the injury to the Injury Referral Hotline. You will be given two forms to complete. One form acknowledges receipt of the paperwork for filing your claim. The other form is an Employee Claim Form that requires you to complete the top portion with information about the injury/illness you have and how it occurred. There is also a pamphlet outlining your rights under the workers' compensation system.

If you need medical treatment, you will need to obtain treatment from one of the physicians or clinics in the Medical Provider Network. Your supervisor will provide a Medical Service Order for you to take to the clinic on your first visit. State law permits you to treat with your primary care physician for your work-related injury or illness, but there are several specific requirements. For example, only your primary care physician can be pre-designated, and this physician must be both a physician and a surgeon under the Business and Professions Codes. This means your physician is licensed to perform minor surgeries such as giving injections, suturing up a laceration or removing something foreign from your body. Chiropractors, for example, do not meet these criteria. Additionally, you must submit this request in writing prior to your date of injury and your primary care physician must accept this pre-designation prior to your injury. For additional information about these requirements, contact your Department Representative.

If your injury or illness qualifies for workers' compensation benefits, you will receive all medical treatment reasonably necessary to cure or relieve the effects of your work -related injury or illness. Treatment is provided exclusively through the County's Medical Provider Network per the Medical Treatment Utilization Schedule as the standard of care for industrial injuries or illnesses. Treatment can include physician's services, hospitalization, physical therapy and/or chiropractic care up to 24 visits, prescriptions, X-rays, laboratory studies, and all other necessary and reasonable care ordered by the physician. All prescriptions will be filled through the County's Pharmacy Network, Express Scripts. You will be provided a card to give to your pharmacy when having work-related prescriptions filled as part of the treatment of the work-related injury.

If the designated physician determines that you cannot work because of your work-related injury or illness and the County is unable to provide modified or alternate work through the County's Return-to-Work Program, you may be eligible for disability benefits in accordance with your MOU-negotiated salary continuation. Once those expire, the Workers' Compensation Division will pay disability benefits along with your accrued sick leave balances to equal your full pay, in accordance with your MOU. After you have exhausted your leave balances, you will be entitled to disability benefits for Workers' Compensation until your physician releases you to return to work or determines that you have reached a maximum medical improvement status. There is a cap of 104 weeks allowed for Temporary Disability Benefits.

For more information, please visit: <http://workcomp.rc-hr.com/>

DISABILITY ACCESS OFFICE

Accommodation under ADA/FEHA

The Americans with Disabilities Act, as amended (ADAAA), and California's Fair Employment & Housing Act (FEHA) both prohibit discrimination based on disability. In compliance with these laws, Riverside County provides reasonable accommodation to qualified employees or applicants with disabilities, unless doing so would cause undue hardship to its operations. A reasonable accommodation is a change to a job, the work environment, or the way things are usually done that enables a qualified individual with a disability to enjoy an equal employment opportunity and perform the essential functions of the position. If you believe you may need an accommodation for a disability, you may request accommodation by talking to your supervisor or manager, or by contacting the Human Resources Department. If you need additional information, there are several helpful resources available online, accessible by visiting the HR Website, FMLA/CFRA/PDL and Other Leaves page or the Disability Access Office web page. Additionally, you may contact the Human Resources Department's Disability Access Office at (951) 955-5663 or via email at ADA@rivco.org

Accommodations for Nursing Mothers

Both State and Federal law require employers to make certain reasonable accommodations for nursing mothers who have a need to express breast milk for their infant child during work hours. For more information, please review the Federal Department of Labor Guidance on this, located on their website at the following link: <https://www.dol.gov/agencies/whd/fact-sheets/73-flsa-break-time-nursing-mothers>



ADDITIONAL STUDENT RESOURCES

The Human Resources Website is the County's central communication gateway to a wealth of information regarding your employment with the County of Riverside. <http://www.rc-hr.com/> is your one-stop shop for a wide variety of information, forms related to services provided by Human Resources divisions, and whom to contact with questions.

Employee Discounts — Human Resources has negotiated various discounts for a variety of goods and services ranging from computers and software to pre-school and childcare. To view what discounts are available, please download the County of Riverside Employee App by visiting <http://get.theemployeeapp.com/riverside/>.

The Work Number® — For fast, secure, anytime-anywhere proof of employment or income via the web or phone, use The Work Number®. This valuable service is available when you apply for a loan, need a reference check, lease an apartment or any other instance where proof of employment or income is required. You benefit from having control of the process by authorizing others access to your information. Follow the link provided to view full details about [The Work Number](#). You may also visit the site directly at www.theworknumber.com or by calling 1-800-367-2884.

Temporary Assistance Program (TAP) — The Temporary Assistance Program (TAP) is a unique program offered by the County of Riverside that offers temporary career opportunities to the public. Although, employment is offered for a temporary or predetermined length of time, these opportunities allow individuals to gain experience, skills, and knowledge to further their career development and goals. For more information about the TAP Program, please visit <https://www.rc-hr.com/FAQs/TAP-MAP>.



QUICK REFERENCES

As a County Intern you have access to several benefits.
To view available benefits, please visit the following website:

Current Interns Website

<https://corlearning.rc-hr.com/Products-Services/Internship-Program>

For additional information pertaining to any of the content in this handbook, please visit the following websites:

County of Riverside Website

<https://www.countyofriverside.us/>

County of Riverside Human Resources Website

<https://rc-hr.com/>

County of Riverside Board Policies

<https://www.rivcocob.org/board-policies>

Important Contact Numbers

COR Learning	(951) 955-3255
Culture of Health	(951) 955-9086
Disability Access Office	(951) 955-5663
Educational Support Program	(951) 955-2572
Employee Assistance Program	(888) 829-8999
HR Direct Line	(951) 955-3510
Safety Office	(951) 955-3520
Workers' Compensation	(951) 955-3530

More contact information can be found at:

<https://www.rc-hr.com/Contact-Us/Division-Contacts>

