



2010

Enter Annual Report

ANNUAL REPORT



County of San Luis Obispo





MESSAGE FROM THE BOARD CHAIRMAN

Welcome!

As 2010 comes to a close and my year as Chairman of the Board concludes, it is my honor to provide this report on the status of our County.

Without question, the continuing saga of a lagging economy plays heavily on all of us. Your Board of Supervisors is committed to securing the long term stability of our County and at the same time, doing what we can to maintain the personnel necessary to provide the services we have come to expect.

The role of the County is unclear to some. However, I think it would be fair to suggest that the County provides services from the “cradle to the grave”. Indeed, the services we provide are broad and diverse. From public health and safety, to parks and libraries, the County is charged with not only providing facilities but the programs to match.

Looking ahead, we are sensitive to the current economy and have engaged in a county-wide Economic Strategy. This strategy will better position us as the

economy improves. We will continue to provide you, our citizens, with a balanced budget, a sound fiscal policy and sensitivity to all that we appreciate and enjoy throughout San Luis Obispo County.

As we move into the New Year, we will be addressing the results of the new census. This will mean redistricting, the process of redrawing the supervisorial district boundaries to ensure the population remains balanced among all five districts. We will come to a determination and conclude this process by the end of 2011 and we invite your input.

It has been an honor and a privilege for the Board to serve you in 2010. Although 2011 looks to be most challenging, we are committed to meeting those challenges.

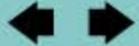
Sincerely,
Frank R. Mecham
First District Supervisor



1ST. DISTRICT
SUPERVISOR
FRANK R. MECHAM

 [Click here to learn more about your Board of Supervisors](#)

ABOUT US



 Click on an image to view individual sections of the report



**MESSAGE FROM
BOARD CHAIRMAN**



BOARD OF SUPERVISORS



**MESSAGE FROM COUNTY
ADMINISTRATOR**



MISSION & VALUES



**ORGANIZATIONAL
CHART**



COUNTY OUTLOOK



**COUNTYWIDE
FINANCIALS**



**AWARDS &
ACKNOWLEDGEMENTS**

The San Luis Obispo Board of Supervisors, the legislative arm of the County government, is committed to the implementation of such policies and the provision of such services that will enhance the economic, environmental and social quality of life in San Luis Obispo County.

BOARD OF SUPERVISORS



1ST. DISTRICT
SUPERVISOR
FRANK R. MECHAM

- Adelaida
- Cholame
- Lake Nacimiento
- Oak Shores
- Paso Robles
- San Miguel
- Shandon
- Templeton
- Whitley Gardens



2ND. DISTRICT
SUPERVISOR
BRUCE S. GIBSON

- Baywood Park
- California Men's Colony
- Cal Poly (Portion)
- Cambria
- Cayucos
- Cuesta-By-The-Sea
- Cuesta College
- Harmony
- Los Osos
- Morro Bay
- San Simeon
- SLO - Northwest Foothill
- SLO - Laguna Lake



3RD. DISTRICT
SUPERVISOR
ADAM HILL

- Arroyo Grande (Portion)
- Avila Beach
- Country Club
- Edna - Los Ranchos
- Grover Beach
- Pismo Beach
- Rolling Hills Estate
- SLO - Center and South Portion
- Shell Beach
- Squire Canyon
- Sunset Palisades



4TH. DISTRICT
SUPERVISOR
K.H. "KATCHO"
ACHADJIAN

- Arroyo Grande (Portion)
- Black Lake Canyon
- Callendar - Garrett
- Edna Valley
- Halcyon
- Huasna - Lopez
- Los Berros
- Nipomo
- Nipomo Mesa
- Oceano
- Palo Mesa



5TH. DISTRICT
SUPERVISOR
JAMES R. PATTERSON

- Atascadero
- Cal Poly (Portion)
- California Valley
- Creston
- Cuyama
- Garden Farms
- Pozo
- SLO Center & Northeast Portion
- Santa Margarita

SAN LUIS OBISPO COUNTY
Incorporated in 1850 as a General Law County

POPULATION: 273,231*

*CALIFORNIA DEPT. OF FINANCE - JANUARY, 2010 ESTIMATES



“I am grateful to the Board of Supervisors for their thoughtful decision-making and leadership, and I am proud of the creative solutions that departments have developed in response to difficult problems which have helped San Luis Obispo County avoid the layoffs and service cutbacks that other counties are facing.”

COUNTY ADMINISTRATIVE OFFICER



I am proud to present the County of San Luis Obispo's first Annual Report. Increasing communication with the public is a priority for the County. It is my hope that providing information about the services that the County provides will not only enable

the community to better utilize those services, but will also foster meaningful community engagement to ensure that the County is held accountable for providing top-notch services.

This annual report provides an overview of the services provided by San Luis Obispo County and highlights some of the successes that County staff have diligently worked towards. The introductory sections of the report provide general information about the County and its economic prospects. Following the general County information, the report is divided into functional areas that cover all of the services that the County provides. Within these functional area sections is information about the services that individual departments provide, some major

challenges and accomplishments that the departments have faced, as well as some stories about how the community has been impacted by the work that the County does. Finally, a countywide financial section provides an overview of the County's current economic health.

Much like other local governments across the United States, San Luis Obispo County is in the midst of the worst economic downturn since the Great Depression. While this downturn has undoubtedly impacted the way that the County does business, the current economic challenges have presented the County with an unparalleled opportunity to become innovative in its pursuit of organizational excellence. I am grateful to the Board of Supervisors for their thoughtful decision-making and leadership, and I am proud of the creative solutions that departments have developed in response to difficult problems which have helped San Luis Obispo County avoid the layoffs and service cutbacks that other counties are facing.

There is a lot to be proud of in San Luis Obispo County. Residents and business owners have much to offer in terms of making the County a great place to live, work and visit and we are grateful for the opportunity to serve this exceptional community.

Jim Grant

County Administrative Officer



MISSION, ORGANIZATIONAL VALUES & COMMUNITYWIDE RESULTS



 Scroll over boxes for expanded definitions

Vision Statement & Communitywide Results



A Safe Community



A Healthy Community



A Livable Community



A Prosperous Community



A Well-Governed Community

Our Mission

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

Organizational Values

Integrity

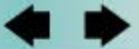
Collaboration

Professionalism

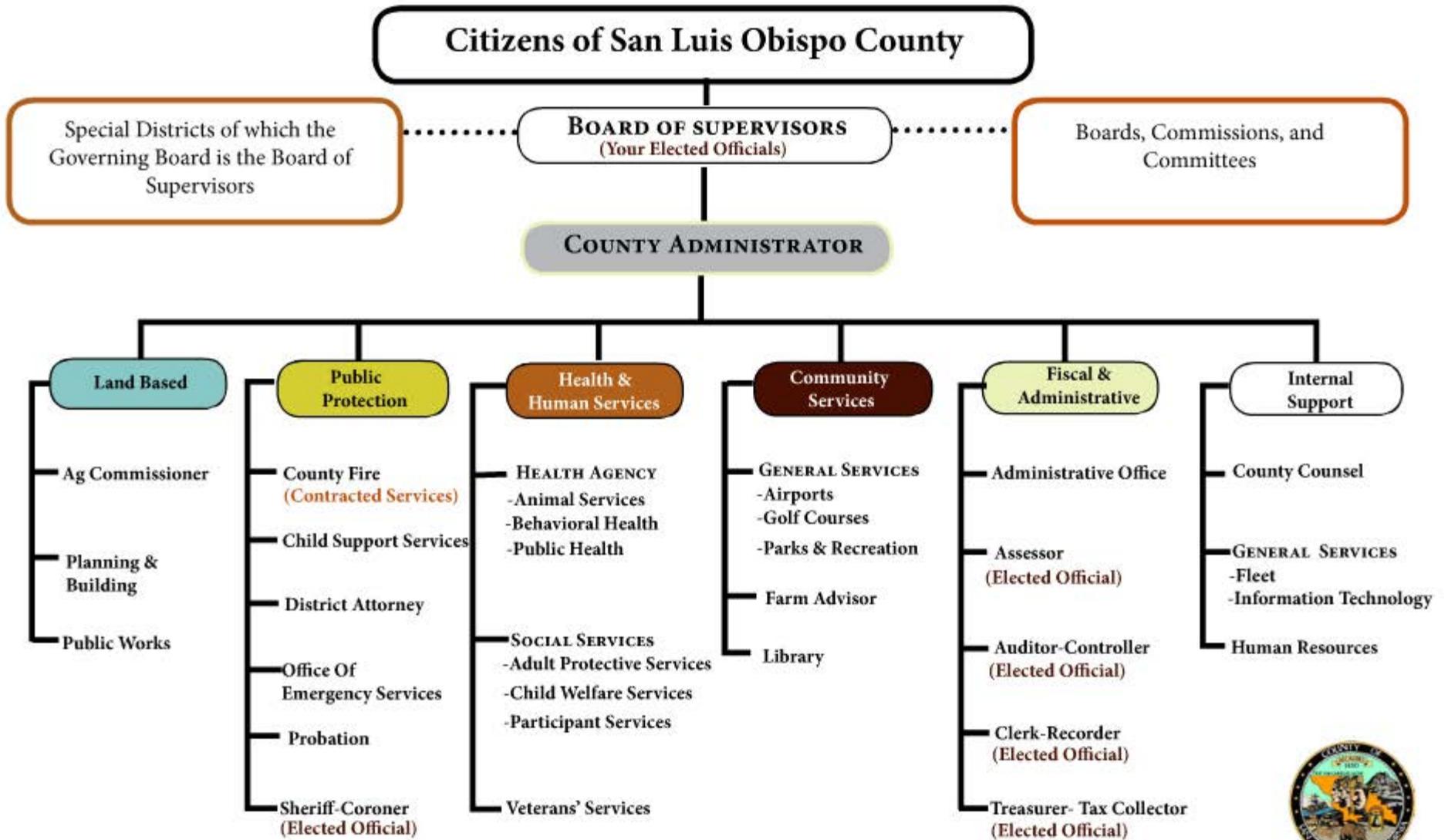
Accountability

Responsiveness

COUNTY ORGANIZATIONAL CHART



Click on department to view section



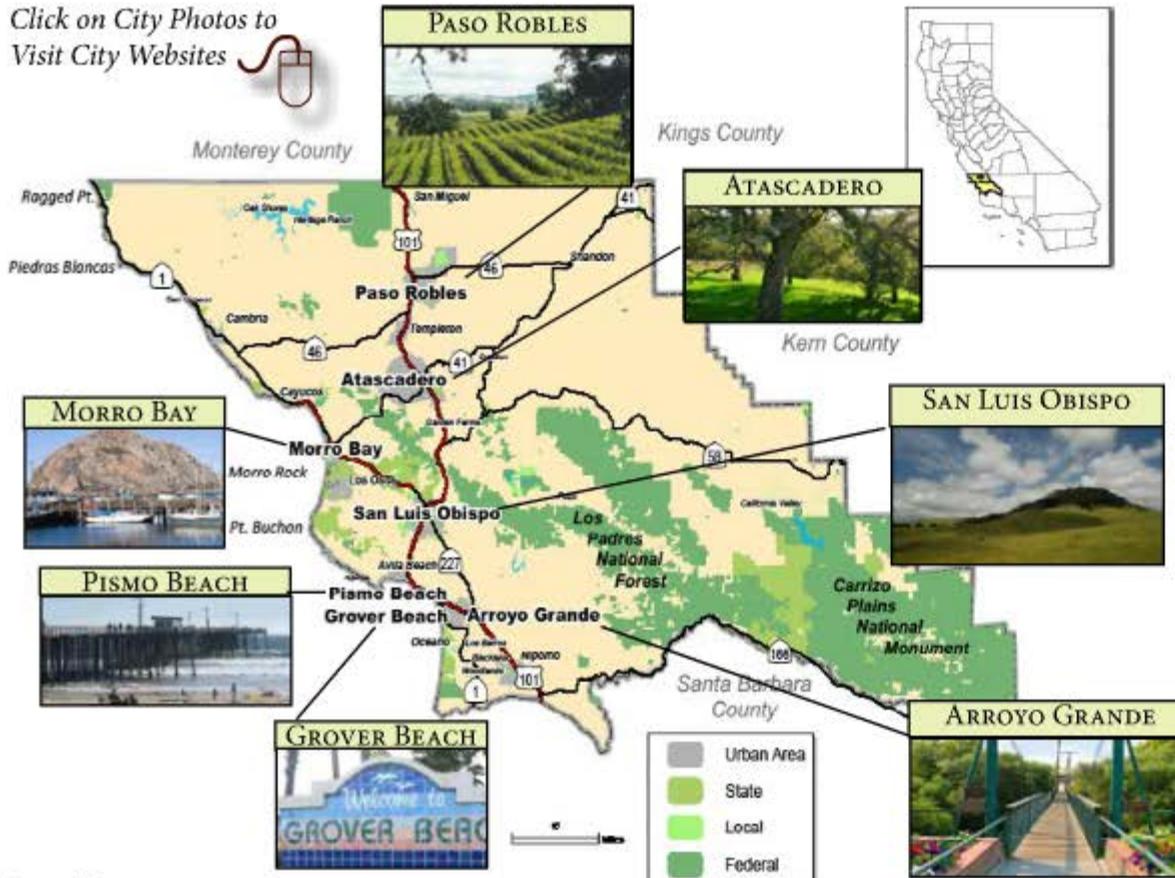
COUNTY OUTLOOK



COMMUNITY PROFILE

The County was established by an act of the Legislature on February 18, 1850 as one of the original 27 counties of the State of California, with the City of San Luis Obispo as the County seat. The County covers approximately 3,300 square miles and is located on the California coast midway between the metropolitan areas of San Francisco and Los Angeles. The County is bordered by Monterey County to the north, Kern County on the east, Santa Barbara County to the south and the Pacific Ocean on the west. The Santa Lucia Range dominates the western half of the County; the eastern boundary lies along the Temblor Range. The Los Padres National Forest is located in the south central part of the County. The County contains seven incorporated cities, which represented approximately 56% of the aggregate population in the County as of January 1, 2010.

Click on City Photos to Visit City Websites



GOVERNMENTAL ORGANIZATION

The County has a general law form of government. A five-member Board of Supervisors, each member of which is elected by district to a four-year term, serves as the County's legislative body. Elections are held every two years on a staggered basis. Also elected are the County Assessor, Auditor-Controller, Clerk-Recorder, District Attorney, Sheriff-Coroner and Treasurer-Tax Collector-Public Administrator. A County Administrative Officer and the County Counsel are appointed and hired by the Board of Supervisors.

The County provides a wide range of services to its residents, including public protection, medical and health services, library services, road maintenance, airport service, parks and a variety of public assistance programs. Other services provided by special districts, which are governed by the Board of Supervisors, include fire protection, lighting, sanitation and flood control.

COUNTY OUTLOOK



EDUCATION AND COMMUNITY SERVICES

The County of San Luis Obispo has one state university, one community college district and several elementary and secondary (“K-12”) school districts. Public school education in the County is available through three elementary school districts, seven unified school districts, the County Office of Education and the State of California Youth Authority. For Fiscal Year 2009-10, these districts provided 40 elementary schools, 10 middle schools, one junior high school, 10 high schools, one middle and senior high school, 10 alternative schools, one special education school, five continuation high schools, a home school program, two charter schools, juvenile court, County community and California Youth Authority schools. School enrollment in Fiscal Year 2009-10 numbered approximately 34,700 in public schools and more than 2,000 in regular graded private schools. California Polytechnic State University is adjacent to the City of San Luis Obispo. It includes one of the largest architectural schools in the United States and is well known for its engineering and agricultural schools. Cuesta Community College is located seven miles west of the City of San Luis Obispo.



The County also has two major library systems -- San Luis Obispo City & County Library and California Polytechnic State University Library. Media services are provided by local newspapers such as The Tribune, New Times, Five Cities Times-Press-Recorder, Atascadero News, and Mustang Daily. There are also several radio stations and two directly received television channels.

RECREATION AND TOURISM

The County offers numerous opportunities for recreation. Some popular activities are swimming, climbing, picnicking, boating, surfing, fishing and water skiing at the beaches, lakes and parks in the County.

The nationally known Hearst Castle in San Simeon attracts over one million visitors each year and the historic Mission San Luis Obispo de Tolosa, founded in 1772, is another popular attraction in the County that serves as a museum chronicling early life in the State before 1900 and a parish church. In the Carrizo Plain, the County contains one of the largest natural wildlife preserves in the United States.

The County is also the home of the renowned Mozart Festival, Old-Fashioned Fourth of July, La Fiesta, Mardi Gras, Renaissance Faire, Mid-State Fair, San Luis Obispo Expo, Central Coast Wine Festival, San Luis Obispo County Symphony, Colony Days, Pioneer Days, Strawberry Festival, Central Coast Wine Classic, Clam Festival, Harbor Festival, Paso Robles Wine Festival, Farmers’ Market, and various Christmas events.



More 

COUNTY OUTLOOK



SAN LUIS OBISPO COUNTY AT-A-GLANCE

- Incorporated in 1850 as a General Law County
- FY 2010-11 Budget
 - Total: \$450,471,974
 - General Fund: \$379,107,782
- Full Time Equivalent Positions: 2,403.5
- Population¹
 - Total in County: 273,231
 - Living within 7 cities: 153,313
 - Living in unincorporated areas: 119,918
 - Largest city (San Luis Obispo): 44,948
 - Smallest city (Pismo Beach): 8,704
- Racial and Ethnic Background²

- White (non-Hispanic/Latino):	85.5%
- Asian:	3.1%
- Black or African American:	1.9%
- American Indian/Alaska Native:	.9%
- Native Hawaiian/Other Pacific Islander:	.1%
- Some other race:	5.4%
- Hispanic or Latino (of any race)	18.8%

Registered voters: 156,504 as of close of registration for the November 2, 2010 General Election.³

¹ California Department of Finance
January 2010 estimates

² U.S. Census Bureau, American Community Survey

³ San Luis Obispo County Clerk-Recorder



TRANSPORTATION

The County is completely accessible by land, air and water. Two regional carriers, United Express and U.S. Airways have regular connecting service to major cities in Northern and Southern California. Both Southern Pacific and Amtrak have daily schedules for the County's rail service. The County has its own public transport- the City of San Luis Obispo Transit and Central Coast Area Transit - and is serviced by Greyhound Bus Lines. US Highway 101 and numerous State Highways such as 1, 41, 46, 53, 68, 166, 227 and 229 provide convenient access to the County and its municipalities. Lastly, the County provides waterway access through the Port San Luis.

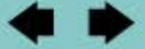


Downtown San Luis Obispo

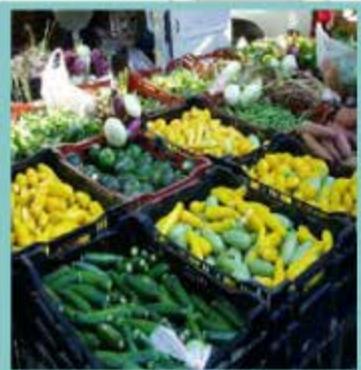


Pismo Beach Pier

LAND BASED



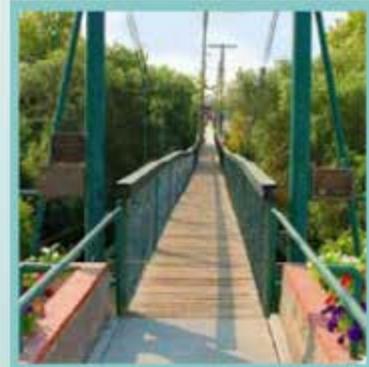
 Click on an image or buttons to view departmental reports



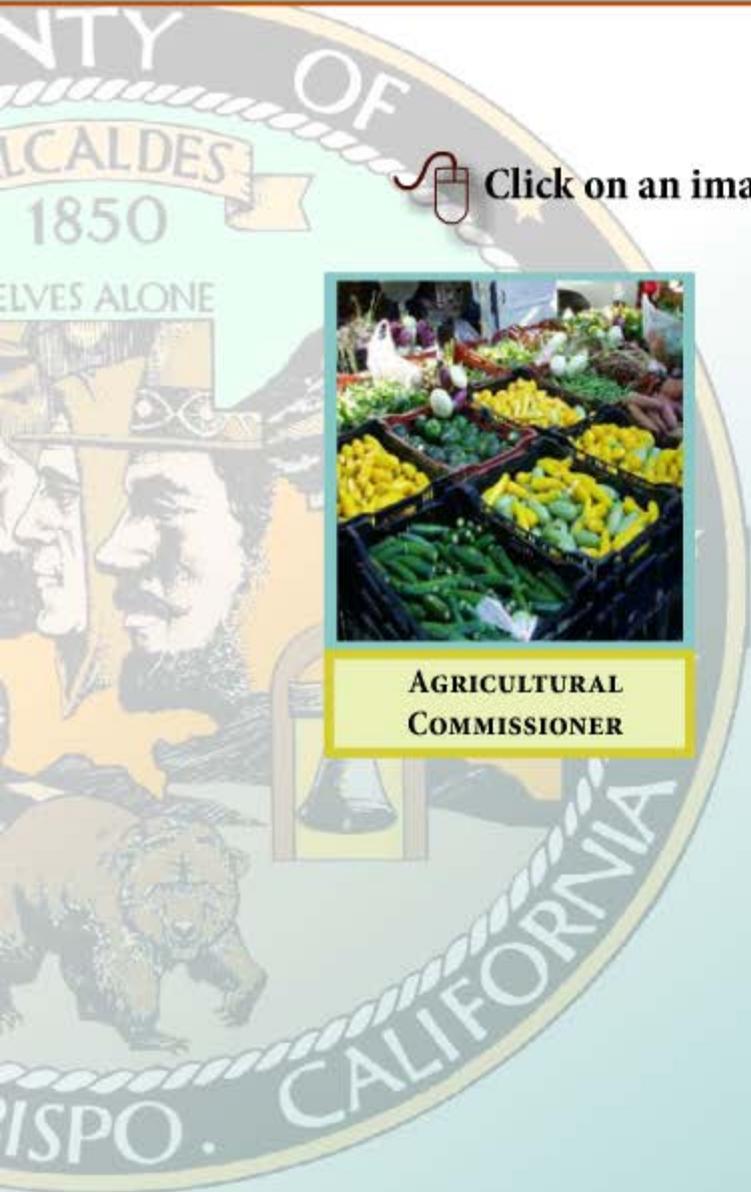
**AGRICULTURAL
COMMISSIONER**



**PLANNING &
BUILDING**



PUBLIC WORKS





LAND BASED - AGRICULTURAL COMMISSIONER

WHAT WE DO:

The Agricultural Commissioner and Sealer of Weights and Measures is the local entity responsible for compliance with laws and regulations pertaining to plant quarantine, pesticide use, weights and measures and agricultural statistics. The Agricultural Commissioner/Sealer operates under the authority of the State of California and is mandated to ensure enforcement of provisions in the California Food and Agricultural Code, California Business and Professions Code and the California Code of Regulations.

TOP 10 VALUE CROPS

San Luis Obispo County, 2009

<u>CROP</u>	<u>VALUE</u>
Grapes (All)	\$166,378,000
Strawberries	\$73,198,000
Broccoli	\$60,162,000
Cattle and Calves	\$51,992,000
Vegetable Transplants	\$33,207,000
Head Lettuce	\$27,721,000
Cut Flowers	\$25,026,000
Indoor Decoratives (Flowers)	\$18,430,000
Cauliflower	\$13,618,000
Leaf Lettuce	\$12,313,000

Mentoring in Our Community

The San Luis Obispo Agricultural Commissioner recently developed a series of Integrated Pest Management workshops, continuing education for maintenance gardeners. Dale, who owns and operates a local landscape design, construction and maintenance company, volunteers as a peer trainer for the workshops. Through the workshops he shares his knowledge of pest issues and environmentally appropriate pest control techniques. Dale says he believes in the old adage that "one should learn something and teach something each day."

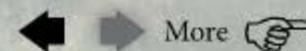
Maintenance Gardener Licensing Pilot Project

One of the department's recent major accomplishments was the implementation of the Maintenance Gardener Licensing Pilot Project. Use of pesticides by noncertified maintenance gardeners creates risks for both community members and the environment. After determining that 82% of the maintenance gardeners inspected in the County were out of compliance with pesticide safety laws, the Agricultural Commissioner partnered with the California Department of Pesticide Regulation to bring pesticide safety training and qualified applicator exam opportunities to local maintenance gardeners. During the Fiscal Year 2009-10, the Agricultural Commissioner hosted eight workshops in both English and Spanish to educate maintenance gardeners about pesticide use. 137 local maintenance gardeners attended the workshops. As a result, the Agricultural Commissioner increased the number of maintenance gardeners in the community licensed to apply pesticides by 53%.



***Our Mission:
Promoting the Wise Use of Land
Helping to Build Great Communities***

LAND BASED - PLANNING & BUILDING



WHAT WE DO:

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

- **THE BUILDING DIVISION** administers building codes and is responsible for administering safe construction by issuing building permits and inspecting work at construction sites.
- **THE CURRENT PLANNING DIVISION** reviews proposals for rezoning, development or land divisions. This division also prepares amendments to ordinances and reviews Agricultural Preserve Contracts.
- **THE LONG RANGE PLANNING DIVISION** updates and implements the County's General Plan, strategic growth principles, administers grant programs and maintains a comprehensive geographic information/mapping system, and oversees energy retrofit programs
- **THE ENVIRONMENTAL DIVISION** implements the California Environmental Quality Act, the Surface Mining and Reclamation Act, processes applications for land development projects and provides specific environmental expertise.
- **THE COMMUNITY RELATIONS DIVISION** provides land use information to the public and applications at the Permit Center, and administers Code Enforcement, and provides support for the department's permit tracking system.
- **THE OPERATIONS DIVISION** is responsible for setting Department policy, administrating all accounting processes, budget and fee preparations and overseeing human resource issues for the Department.

Updates to the Conservation and Open Space Element

One of the department's recent major accomplishments was to update the Conservation and Open Space Element. San Luis Obispo County has an abundance of natural resources and open space features that are fundamental to our quality of life. To protect these resources, the Planning and Building Department has made updates to the Conservation and Open Space Element to address timely and relevant conservation issues. The Conservation and Open Space Element contains goals, policies, and strategies for protecting the County's natural resources. Conserving, renewing and restoring natural resources will assure their greatest ecological, economic and social benefit over time.

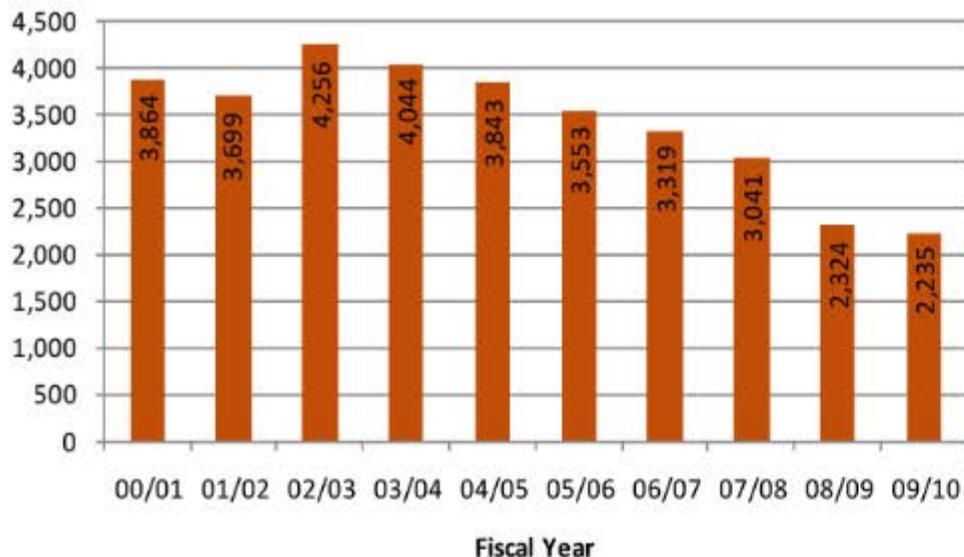


 To view the entire Conservation and Open Space Element, please [click here](#). 

LAND BASED - PLANNING & BUILDING



10 Year History of Building Permit Applications



TREND:

Economic Downturn

The economic downturn has had a significant impact on building activity within the County. The chart to the left shows how building permit trends have changed over the past ten years.

Between 2003 and 2008 there was a gradual and significant erosion of building permit applications, which has flattened over the last two years. Despite the downward trend the Department has been able to maintain service levels for our County customers and residents.



First Time Homebuyer Program

Jenny and her six year old daughter Emma used to live in a small converted garage with no heat or insulation. Through the County's First Time Homebuyer Program, Jenny is now a proud homeowner in Atascadero. The First Time Homebuyer Program assists qualified low income families with the cost of the down payment, mortgage, and closing costs on their first home. The program is made possible with Federal funding provided by the Department of Housing and Urban Development (HUD). Jenny was able to build her home with help from Habitat for Humanity. She tells her daughter Emma, "Mommy built this house for us," and Emma replies, "I love my house, Mommy. Thank you."



LAND BASED - PUBLIC WORKS



WHAT WE DO:

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

DEVELOPMENT SERVICES provides review/approval and inspection for engineering and survey work on land development projects.

TRANSPORTATION/ROADS is responsible for the safe and efficient movement of traffic on the County-maintained network of roads. This division oversees infrastructure maintenance and operations, including road signs, pavement management, traffic signals, drainage facilities, bridges and guardrails.

UTILITIES maintains and performs long-range planning functions for public utility systems for water, wastewater and storm water, and maintains and constructs water storage facilities. This division monitors and reports on drinking water quality and Countywide hydrologic data. Prepares Countywide Master Plan documents and coordinates with the Planning Department on Resource Capacity Studies.

DESIGN is responsible for the design and contracting of County roads, bridges, drainage and utility infrastructure improvements as well as the administration of right-of-way services.

CONSTRUCTION oversees the construction of County infrastructure projects through contract management and inspection services.

ENVIRONMENTAL PROGRAMS manages compliance with Federal, State and Local environmental regulations, including permitting, mitigation, monitoring, reporting and site maintenance. This division performs California Environmental Quality Act and National Environmental Policy Act reviews of County infrastructure projects.



You are the Solution to Stormwater Pollution!

Sammy the Steelhead is the County's Stormwater Pollution Prevention expert and official "spokesfish." Sammy came to life on Earth Day in 2004. Since then he has appeared in many public events and frequently appears on local television, reaching an estimated 180,000 households around the County each year. This program is administered by the Public Works Environmental Division.

LAND BASED - PUBLIC WORKS



ACCOMPLISHMENTS: Substantial Completion of the Nacimientto Water Pipeline

In 1959, the San Luis Obispo County Flood Control and Water Conservation District received annual rights to 17,500 acre-feet of water from Lake Nacimientto. Nearly 50 years later, the District began construction of the 45 mile, \$176-million Nacimientto Water Pipeline to utilize these rights.

The pipeline will deliver up to 15,750 acre-feet of water each year to communities throughout the County, including the City of Paso Robles, Templeton Community Services District, Atascadero Mutual Water Company, City of San Luis Obispo, and County Service Area 10A (southern Cayucos) with the remaining reserved for "Lake-side" recreational use. The District anticipates water deliveries to all participants by the end of January 2011.

Did you know?

The Nacimientto Pipeline is **45** miles long and will deliver up to **15,750 acre-feet** of water each year to communities throughout the County.



[View the Willow Road Extension on Google Maps](#)



Willow Road Extension Project

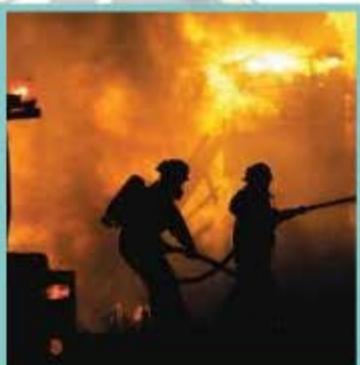
Groundbreaking of the Willow Road Extension

The Willow Road extension project, which will lessen the traffic circulation deficiencies in the community of Nipomo, has been a major planned improvement since the mid-1980's. In 2010, the County commenced construction of Phase 1 of the project, which extends Willow Road from its current intersection with Pomeroy Road easterly to Hetrick Road. On December 14, 2010 the Board of Supervisors, approved the construction contract for Phase II, which will construct the Willow Road interchange at US 101 beginning in 2011. Completion is expected in December of 2012.

PUBLIC PROTECTION



Click on an image or buttons to view departmental reports



COUNTY FIRE



CHILD SUPPORT SERVICES



DISTRICT ATTORNEY



OFFICE OF EMERGENCY SERVICES



PROBATION



SHERIFF - CORONER



PUBLIC PROTECTION - COUNTY FIRE



◀ ▶ More 

WHAT WE DO:

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

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

Department activities are split between three Service Programs:

- Emergency Response
- Training and Support
- Technical Services

ACCOMPLISHMENTS:

Mobile Data Computing (MDC) Project

The department recently achieved a significant milestone with its Mobile Data Computing (MDC) project, which will place computers in all Fire emergency response vehicles in the County. On October 13, 2010 the MDC system went live with the initial eight computers in County Fire vehicles, plus three each in Pismo Beach Fire and South Bay Fire (Los Osos CSD) vehicles.

These computers link emergency responders directly to the County Fire Emergency Command Center. Dispatch information, including fully interactive GIS maps, will result in quicker response times, improved incident management, and fewer firefighter injuries. When fully implemented in five years, emergency services to residents throughout the County will be greatly enhanced.

New Training Center

Training plays a critical role in the preparation of emergency responders. At County Fire, training has been evolving over many years to include numerous classes, practical exercises, live fire drills, and other methods for delivering critical information to students.

In 2009, the department developed the South Bay Training Center (SBTC), located at the former Sunnyside Elementary School in Los Osos. Communications infrastructure at the center will soon be enhanced to enable its use for management of large incidents and as a backup for the existing County Fire Emergency Command Center.

PUBLIC PROTECTION - COUNTY FIRE



PUTTING OUT THE PANDEMIC

During the H1N1 Flu Pandemic of 2009, County Fire played a significant role in support of the County Health Department's vaccination efforts. Fire officers with extensive experience planning emergency response activities worked closely with the County Public Health Department to develop a system for administering thousands of doses of the H1N1 influenza vaccine.

Public Information Officers with County Fire assisted with efforts to get the word out on the potentially serious nature of the pandemic, and how residents could protect themselves and their families. Once the vaccination clinics were underway, County Fire paramedics joined County Health practitioners in administering the vaccine, helping to reduce the local impact of the pandemic.

Did you know?

In San Luis Obispo County, Cal Fire is made up of approximately

180

full-time state employees who operate the Department

100

state seasonal fire fighters

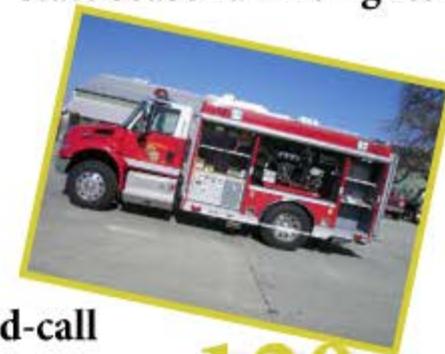


300

County paid-call (PCF) and reserve fire fighters

120

state inmate fire fighters.



Those who wish to learn more about the department can do so by visiting: www.slocountyfire.org. This web site provides a wide variety of information to the public, including locations of fire stations, statistics on emergency responses, fire prevention information, links to GIS maps, a photo gallery, and much, much more. Visitors to the web site can also follow links to other web sites to access information on emergency activity throughout the state and nation.



PUBLIC PROTECTION - CHILD SUPPORT SERVICES



WHAT WE DO:

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

CHILD SUPPORT OPERATIONS

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

Did you know?

The San Luis Obispo County Department of Child Support Services has been named the top performing agency in the State for the past eight years, as recognized by the California State Department of Child Support Services, which monitors the performance of all child support agencies in the State.

GOOD NEWS!

Child Support Services are free. Either parent can request our assistance in establishing paternity or collecting support simply by filling out an application for services.



PUBLIC PROTECTION - DISTRICT ATTORNEY



WHAT WE DO:

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

CRIMINAL PROSECUTIONS

There are a number of different units within the DA's office responsible for criminal prosecutions.

The combined General Felony and Misdemeanor Unit handles the majority of the more than 17,000 criminal cases filed in court last year by the District Attorney's Office. The Sexual Assault/Domestic Violence Unit handles cases related to sexual assault, child abuse and domestic violence.

The Narcotics Prosecution Team prosecutes a variety of drug offenses, from the manufacturing, possession for sale and transportation of high-level narcotics, to the lesser street-level possession cases. The Juvenile Unit prosecutes criminal misdemeanor and serious felony cases involving minors under the age of 18.

OTHER SPECIAL PROSECUTIONS

Other specialized prosecution units exist for cases involving Elder Abuse, Consumer Fraud, and Environmental Protection. Additionally, an Economic Crimes Division assists with a variety of white collar crime-related issues, including false and misleading advertising and non-sufficient fund check restitution.

VICTIM/WITNESS PROTECTION

This program's unique purpose is to make the criminal justice system more accessible, easier to understand, and more responsive to the rights and needs of victims of crime. Victim advocate personnel are skilled in crisis intervention, emergency assistance, and thorough responses to the individual needs of victims.

BUREAU OF INVESTIGATION

The District Attorney's Bureau of Investigation provides investigative support in both criminal and a limited number of civil matters. The Bureau's investigators are sworn peace officers who do follow-up investigations on the criminal cases already filed in court and occasionally respond to law enforcement emergency requests.

Did you know?

In Fiscal Year 2009-10 the number of non-institutional (i.e., non-California Men's Colony) adult, gang-related cases filed by the District Attorney's Office decreased by approximately 40% from the previous fiscal year.

Anti-Gang Coordinating Commission

Through the coordinated efforts of the District Attorney, the Sheriff, and the Chief Probation Officer, the Anti-Gang Coordinating Commission was formed in Fiscal Year 2008-09 to specifically address the rising level of criminal gang activity in San Luis Obispo County.

Between 2000 and 2008, the number of gang cases filed by the District Attorney's Office rose significantly. However, in Fiscal Year 2009-10 the number of non-institutional (i.e., non-California Men's Colony) adult, gang-related cases decreased by approximately 40% from the previous fiscal year.



PUBLIC PROTECTION - OFFICE OF EMERGENCY SERVICES (OES)



WHAT WE DO:

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

The Great California Shakeout

On October 21, 2010, San Luis Obispo County participated in the largest earthquake drill in history, the Great California Shakeout. More than 32,000 county residents and most county employees participated in the drill.

Participants, including an estimated 7.9 million Californians in all, practiced "Drop, Cover, and Hold On," and were encouraged to take other actions to prepare themselves and their families for an earthquake. Actions such as securing your space at home and work, creating a disaster plan, and making an emergency supply kit can help reduce potential damage and injuries.

ACCOMPLISHMENTS:

Nuclear Power Plant Drill

Every two years the County of San Luis Obispo is required to participate in a federally evaluated emergency drill to demonstrate its ability to respond to a nuclear power plant accident. Coordination of these drills is one of the most significant responsibilities of OES.

The most recent drill took place in August of 2010 and involved more than 500 people from various local, county, and state agencies. The Federal Emergency Management Agency (FEMA), the federal agency responsible for evaluating the drill, found no shortcomings in the County's performance.

Recent Emergency Activations

The County Emergency Operations Center (EOC) was activated three times for actual events in the past year. In September 2009, the EOC was partially activated in response to a tsunami advisory resulting from the 8.1 magnitude earthquake in Samoa. The Emergency Alert System (EAS) was activated in San Luis Obispo County and used to inform the public of the threat directly. In February 2010, the EOC was partially activated again due to a second tsunami advisory, this time triggered by the 8.8 magnitude earthquake of the coast off Chile.

Then, in June of 2010, a full-scale activation of the EOC was ordered due to a low level emergency at the Diablo Canyon Nuclear Power Plant – the first such event of its kind. The Plant's fire suppression system had released carbon dioxide into an unoccupied room. This led to a temporary change in the Plant's operating status, which in turn required the activation of the EOC. The public was never in any danger and the event was resolved later in the day.



PUBLIC PROTECTION - PROBATION



WHAT WE DO:

ADULT SERVICES - The Adult Division is responsible for the supervision of over 2,500 probationers. The Division includes general supervision, court investigations, and specialized supervision caseloads that include sex offenders, drug users, gang members, and mentally ill probationers.

JUVENILE SERVICES - The Juvenile Division is responsible for the supervision of over 400 youth on probation. Probation Officers are also assigned to Community Schools and other sites to work with at-risk youth to prevent them from ending up on probation.

JUVENILE HALL - Probation operates a 45-bed County Juvenile Hall. The Juvenile Hall is a 24-hour, co-ed detention facility that has an average daily population of 43 juveniles.

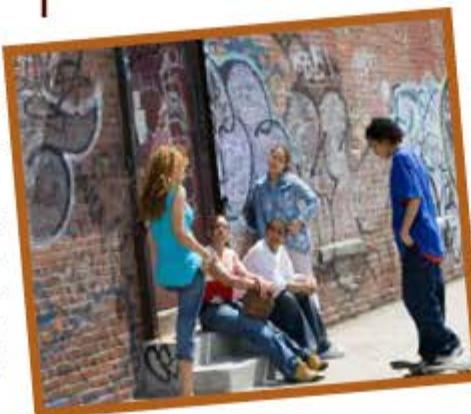
REVENUE RECOVERY - The Revenue Recovery Unit is responsible for the collection of restitution for victims, and fines and fees from defendants. Revenue Recovery collections average \$284,404 per month, which is dispersed to victims of crime and to the County General Fund to pay for services.

ACCOMPLISHMENTS:

Youth In Action

The Probation Department runs the Youth In Action program, a prevention program targeting at-risk youth in the community. The program currently serves four schools in the South County focusing on youth between the ages of 10 to 14 years who are at-risk for membership or association with a criminal street gang and currently serves four schools in the South County. The program provides youth with an intensive 18 week, school-based intervention and education curriculum. The program explores the dynamic behind gang membership and affiliation. The program has proved successful in challenging the myths behind gang culture, and teaching youth viable alternatives to the gang lifestyle.

Addressing Gang Issues in the County



The Anti-Gang Coordinating Commission was established in 2008 by the Sheriff, District Attorney, and Chief Probation Officer. The mission of the Commission is to reduce the magnitude, frequency, and violence of gang activity in San Luis Obispo County. The Commission has developed a comprehensive strategic plan in the areas of prevention and intervention, detection and suppression, and rehabilitation and re-entry. Members include law enforcement, schools, and community based organizations. One Deputy Probation Officer is assigned exclusively to the County-wide Gang Task Force. This officer is responsible for investigating gang related crimes and testifying as an expert witness in the prosecution of gang members.

PUBLIC PROTECTION - PROBATION



Did you know?

The County Juvenile Hall functions as a school under the supervision of the County Office of Education. It is the only school in the County that operates year-round.

Risk Based Supervision

Over the past year, both the Adult and Juvenile Services Divisions have implemented risk based approaches to supervision. Both Divisions are using assessment tools that are based on the identification of significant risk factors that lead to criminal behavior, and which are supported by a significant body of research.

The Adult Division is now using the internationally validated assessment instrument called the Level of Services Inventory (LSI). The LSI is an actuarial tool that predicts an offender's likelihood of reoffending and has helped the Department transition away from supervising probationers based solely on the crime they've committed. Instead, by targeting supervision of probationers based on their risk to reoffend, Probation Officers are able to focus their efforts and more effectively manage their supervision caseload.

The Juvenile Division has also implemented a risk based approach to supervision using a tool called the Youth Level of Services/Case Management Inventory (YLS/CMI). Similar to the use of LSI in Adult Services, YLS/CMI allows Probation Officers to assess a juvenile's risk to reoffend and, as a result, to provide the proper level of supervision and services to more effectively manage their caseload.

“MARY”: A STORY OF HOPE

“Mary” came before the Courts in the Spring of 2007 as an emaciated, methamphetamine addicted 32 year-old mother of two toddlers. She and her children lived in sub-standard housing with her physically abusive boyfriend who had just been paroled from prison. Mary had never held a job for more than a few months, had never graduated from high school, and had no skills to support herself or her children.

Following her arrest for use and possession of narcotics, her children were removed by Child Protective Services. She was sentenced to time in the County Jail and three years probation. Suffering from both mental illness and drug addiction, a condition known as “co-occurring disorders,” Mary was ordered into the Behavioral Health Treatment Court Program. The Program operates as a partnership between the Probation Department, Department of Behavioral Health Services, and the Courts.

At first, Mary was resistant to treatment and the intervention of the Probation Department. However, Mary slowly lowered her defenses, eventually agreeing to take medication, participate in mental health programming, and submit to testing to prove she was drug-free. Through the program, Mary got her first long-term employment experience working at Growing Grounds Farm, a non-profit wholesale nursery that provides employment, vocational training, and socialization to adults with mental illness.

At the conclusion of her three years of probation, Mary had become one of the most dramatic success stories of the Behavioral Health Treatment Court Program. She is now drug free, has regained custody of her children and has a full-time job. Her parolee boyfriend is no longer in the picture. Mary has had her record expunged and currently volunteers as a Peer Support Advocate, where she helps probationers participating the Behavioral Health Treatment Court Program.

“At the conclusion of her three years of probation, Mary had become one of the most dramatic success stories of the Behavioral Health Treatment Court Program...”



PUBLIC PROTECTION - SHERIFF - CORONER



WHAT WE DO:

Formed in 1850, the Sheriff's Department is the oldest and largest law enforcement agency in the county, covering over 3,200 square miles. The functions of the Department include patrol, the County jail, coroner services, civil division, records and warrants, Sheriff and medical dispatch, search and rescue, a posse unit, aero squadron, and dive team, as well as special investigation units like the Gang Task Force, Special Problems Unit, and Narcotics Unit.

Did you know?

The daily average population of the County jail was **563** inmates in Fiscal Year 2009-10.

ACCOMPLISHMENTS:

DNA Collection and Analysis

Recently the Sheriff's Department and the California Department of Justice entered into a partnership to develop a Forensic DNA Laboratory located at the State Department of Justice Lab in Goleta. The Sheriff's Department agreed to fund 50% of the lab's equipment with the help of Federal funding aimed at improving DNA processing.

Sheriff's Deputies have been trained and can now collect DNA evidence during field investigations. Where it previously took up to two years to get DNA results, the Department is now seeing results in as little as three to four months.



PUBLIC PROTECTION - SHERIFF - CORONER



ACCOMPLISHMENTS CONTINUED:

Bikes Bring Smiles

In 2009 the Sheriff's Christmas Bike Program provided 735 bicycles and helmets to underprivileged kids around the county. The program, which began 23 years ago, accepts donations of used bicycles from the public year-round. Inmates repair and refurbish the bikes to like-new condition in a shop in the Sheriff's Honor Farm. Children aren't the only ones who benefit from the program. The program gives inmates an opportunity to use their time in jail to give back to the community.



Did you know?

The custody transportation unit transports an average of **825** inmates per month for court appearances.



Computers Added to Patrol Vehicles

The Sheriff's Department has added mobile data computers to its patrol units. The computers allow Deputies in the field to receive and send information related to calls for service, and through the use of GPS, dispatchers are better able to send the closest unit to a call.

Deputies can view virtually all information related to the call, including the reporting party, any notes made by the dispatcher, and previous calls at the same location. Deputies can also search criminal databases and access archived photographs to help identify subjects in the field and assist in field investigations.

Saving A Life



On May 4th, Deputy Jason Nadal was working in Nipomo when he heard the dispatchers broadcast a medial call for the drowning of a two year-old. Deputy Nadal immediately realized he was closer to the call than either the fire department or paramedics and raced to the scene.

Deputy Nadal arrived and began CPR on the unconscious child, eventually reviving him. He then accompanied the child's worried family to Marian Medical Center, where doctors confirmed that his quick action had saved two year-old Jose Villanueva.

In June 2010 the Board of Supervisors recognized Deputy Nadal for his life saving action in the near drowning of a child. Dispatchers Niki Lipanovich, Holly Nelson and Julie Ricks were also honored for their quick reaction and coordination of emergency responders.

Little Jose attended the ceremony dressed in a San Luis Obispo County Sheriff's uniform and hugged the uniformed Deputy Nadal.

HEALTH & HUMAN SERVICES



 Click on an image or buttons to view departmental reports



HEALTH AGENCY

(Click buttons below)

[ANIMAL SERVICES](#)

[BEHAVIORAL HEALTH](#)

[PUBLIC HEALTH](#)



SOCIAL SERVICES

(Click buttons below)

[ADULT PROTECTIVE SERVICES](#)

[CHILD WELFARE SERVICES](#)

[PARTICIPANT SERVICES](#)



VETERANS' SERVICES

HEALTH & HUMAN SERVICES - ANIMAL SERVICES



WHAT WE DO:

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

FIELD SERVICES

Animal Control Officers capture and secure aggressive or dangerous animals, investigate cases of animal abuse or neglect, respond to animal nuisances, and assist injured or ill animals.

KENNEL OPERATIONS

Animal Services operates the only open intake animal shelter in the County, taking in companion animals of all types regardless of physical condition or temperament. Most admissions to the shelter are strays and animals relinquished by their owners. Kennel operations also include animal quarantine, medical care for stray animals, microchip identification, and rabies vaccinations.

HUMANE EDUCATION

Animal Services provides public outreach and education programs regarding responsible pet ownership practices with a particular emphasis on reaching elementary age students.

TRENDS & ACCOMPLISHMENTS:

Helping Lost and Homeless Pets Find a Way Home

During Fiscal Year 2009-10, Animal Services took in more than 5,000 dogs and cats. Of these, 82% were reunited with their owners or were adopted into a new home. This result, known as the live animal outcome rate, puts San Luis Obispo County among the most successful counties in the state when it comes to dealing with homeless animals.

Despite previous success, Animal Services faces serious challenges. The number of stray and abandoned animals continues to grow, adoption rates are declining as more families struggle to make ends meet.

Animal Services has been proactive in its response to these challenges. Animal Control Officers in the field routinely scan stray animals for microchips and check for identification tags which enable officers to return pets to their owners without a stay in the County kennel.

The Division also continues to promote spay and neuter practices as a critical part of the solution. To do this, Animal Services provides vouchers to offset the cost of spay or neuter surgeries for cats in the North County and for pit bull dogs anywhere in the County.

Ultimately, however, the success of these efforts depends mainly on the willingness of the public to license, tag, microchip and neuter their pets, and their commitment to adopting animals from shelters and rescue organizations, rather than purchasing animals from pet shops and breeders.



Oso - A CONSTANT COMPANION

Oso, a stray dog, was picked up by an Animal Control Officer along a remote stretch of Highway 41. He arrived at the shelter thin and fearful, suffering from arthritis and a hernia. Through his interaction with Animal Services staff and volunteers, his fear faded and was transformed into affection. His arthritis was treated. Through donations from the community his hernia was repaired. After some recovery time in a foster home, Oso gained weight and was adopted into a new home. Oso's new owner, a paraplegic, has bonded with him as both a friend and an assistance animal, and the two are now constant companions.

HEALTH & HUMAN SERVICES - BEHAVIORAL HEALTH



WHAT WE DO:

The Behavioral Health Department is made up of Mental Health and Drug and Alcohol Services.

MENTAL HEALTH OUTPATIENT SERVICES:

Provides assessments, individual and group therapy, crisis intervention, case management, medication management, rehabilitation and vocational services for county residents who are severely mentally ill and meet established Medi-Cal criteria. Over 4,000 consumers receive Mental Health outpatient services annually, including 1,500 youth who receive services in clinics, community centers, and schools.

MENTAL HEALTH INPATIENT SERVICES:

The County's Psychiatric Health Facility (PHF) is a 16-bed facility licensed by the State. Services include psychiatric assessments, medication, rehabilitation interventions, and individualized discharge plans.

Over 2,000 individuals received care at the facility in the past two years, with an average length of stay of approximately three days.

DRUG AND ALCOHOL SERVICES:

Serves 3,000 residents each year, providing treatment for issues of addiction and recovery from substance use. Services include perinatal outpatient treatment for parenting women, co-occurring disorders treatment, youth and family treatment, driving under the influence programs, and court-mandated treatment programs.

PREVENTION AND OUTREACH SERVICES:

Working with schools, community partners, and individuals in all parts of the county, the Department's prevention teams serve tens of thousands of residents annually. Services include community-based counseling, school-based education, workforce education, and programs such as Latino Outreach and Friday Night Live.

ACCOMPLISHMENTS:

More



Mental Health Awareness and Stigma Reduction

The Department's Mental Health Awareness and Stigma Reduction Project launched in 2009 as part of its Prevention and Early Intervention activities and is funded by the Mental Health Services Act. This county-wide project includes a public education effort aimed at reducing the stigma associated with mental illness. Strategies for this effort include a media campaign, "SLOtheStigma," which features a documentary, and website visited by over 20,000 people in the past year.

Did you know?

85% of participants in the Early Care and Support for Underserved Populations project, which focuses on the Latino community, reported improved quality of life, improved coping skills, and increased well-being.

HEALTH & HUMAN SERVICES - BEHAVIORAL HEALTH



ACCOMPLISHMENTS (CONTINUED):

Dependency Drug Court (DDC):

Children of substance abusing parents are at great risk of substance abuse themselves, as well as emotional and behavioral problems when they grow up. Reducing the number of children who begin substance use during pre- and early adolescence has important public health benefits. This is because early initial drug use is associated with higher rates of substance dependence in later adolescence and young adulthood.

The San Luis Obispo Dependency Drug Court program works to reduce this risk to children. The program serves parents who are dependent on methamphetamine and other drugs, have a misdemeanor or felony drug offense, and who are also parents of dependent children with a Child Welfare Services action pending. Dependency Drug Court provides much needed case management, behavioral health treatment, and a family based cognitive behavioral group curriculum known as Celebrating Families.

Thirty-one parents have graduated from the program in the past two years. All 31 were reunified with their children. In contrast, only 30% of comparison cases (those not in the program) ended in reunification. Families in the program also spent less time in Foster Care, averaging 17 months, versus 34 months for comparison cases.

“A New Beginning”

“Diane,” a client in the Behavioral Health Treatment Court Full Service Partnership, recently wrote the following letter to her peers and future program participants:

When I started the program I had the same attitude that a lot of those who are newcomers may have. I thought that the doctors were somewhat “quacks.” I thought I’m only going to do this to get off probation and then never take the meds again. Let me just say if these sort of thoughts are running through your head, it’s pretty common. Be honest of these thoughts and feelings with the team, your judge and your doctor. They will help you sort through these things.

With meds, hard work and a lot of support, as time went on I became much more healthy mentally and physically. With health came ambitions and goals like, staying sober, obtaining housing, earning my GED and furthering my education, job training for better employment, custody of my son, establishing family relationships, graduating the program, terminating probation, fixing my criminal background, losing weight that I gained from sobriety and meds.

Believe it or not I reached every one of these goals and many more. It was not easy, it is very hard, but life is hard and if you learn how to be honest with yourself and the team, all the help and support you will ever need is surrounding you within this program. I owe a huge thank you to the program and I dedicate everything to the team, probation, and the judges who believed in me even when I fell. Thank you for not knocking me back down.



HEALTH & HUMAN SERVICES - PUBLIC HEALTH



WHAT WE DO:

The Public Health Department provides a broad range of services and includes:

ENVIRONMENTAL HEALTH SERVICES: Performs over 5,000 inspections annually to prevent exposure to toxic substances, disease-causing agents, and unsanitary conditions. Specific programs include Food Sanitation, Land Development, Water Quality, Hazardous Materials, Waste Management and Stormwater Management.

FAMILY HEALTH SERVICES: Includes communicable disease control, reproductive health, cancer screening, case management for high-risk pregnant women, as well as oversight of care for low-income, foster and medically-fragile children, the Suspected Abuse Response Team (SART), and birth and death certificates.

Last year, Family Health Services assisted over 32,000 encounters with County residents for services including family planning, sexually-transmitted diseases, medical therapy for disabled children, immunizations, in-home visits, and tuberculosis screening and treatment.

HEALTH CARE SERVICES: Oversees County funded health care delivery systems including: short-term insurance coverage for medically indigent adults, the Emergency Medical Services Agency (EMS), medical care at the Jail and Juvenile Services Center and contracted health care services through Community Health Centers (CHC).

Last fiscal year, over 2,500 CMSP patients accessed health care, nearly 2,000 jail inmates and 1,000 juvenile wards received medical care, and over 16,000 persons were transported to hospitals by the EMS system.

HEALTH PROMOTION: Includes tobacco control, childhood obesity prevention, HIV/AIDS community-based services, child car seat installation, oral health promotion and the Special Supplemental Nutrition Program for Women, Infants and Children (WIC).

PUBLIC HEALTH LABORATORY: The Public Health Laboratory provides testing services for communicable disease diagnosis, water quality and animal diseases including rabies, and is certified as a member of the national Laboratory Response Network, allowing it to receive and process

agents of bioterrorism.

In 2009, the PHL conducted over 44,000 tests including 613 Influenza tests, over 12,000 for Chlamydia and Gonorrhea tests, 370 Tuberculosis tests, and over 3,500 tests on ocean, drinking and waste water.



PUBLIC HEALTH EMERGENCY PREPAREDNESS (PHEP): The PHEP program develops standard operating plans and procedures, conducts drills and other trainings to prepare agency staff for disasters, and is accountable for response implementation in an actual event.

HEALTH & HUMAN SERVICES - PUBLIC HEALTH



ACCOMPLISHMENTS:

Response to a Pandemic

The Public Health Department (PHD) successfully oversaw the response to the 2009 H1N1 Influenza ("Swine Flu") Pandemic. Overall, the County achieved a 32% vaccination rate (better than the national average of 27%) and averted hospitalizations and fatalities thanks to Public Health's numerous partnerships with other agencies, strong leadership and the continuous flow of information to the public and medical providers. Selected highlights of the response to the pandemic include:

- 10,000 staff hours devoted to the response while still maintaining normal departmental operations.
- Vaccination of over 33,000 residents, including 97 school-site clinics in a period of just six weeks.
- First ever mobilization of the local Medical Reserve Corps, and the expansion of local paramedic scope of practice to assist with vaccinations.
- Vaccination of approximately 50,000 county residents by response partners, including hospitals, Colleges, community clinics, and private health care providers
- Approval for the County's Public Health Lab to perform virus confirmatory testing, making it one of only 100 approved labs in the world.

Did you know?

Public Health provided H1N1 vaccines to over 33,000 residents, including 97 school-site clinics in a period of just six weeks.

Medical Therapy for "Ellie"

"Ellie" entered the Medical Therapy Program of the California Children's Services (CCS) when she was 2 years old, unable to feed herself and unable to crawl. After 8 months of physical and occupational therapy treatment, equipment purchased through the CCS program and a home program developed and implemented by her parents, Ellie now walks independently and is able to feed herself.

Reducing Costs for Medical Care at the County Jail

The number of inmates at the County Jail had been on a steady upward path over many years, increasing the cost of inmate medical care. Public Health staff have worked hard to address the problem of increasing medical costs at the Jail.

First, by contracting with a national vendor for inmate medications, the Jail medical program has saved \$35,000 in medication costs in the first year. Instead of buying open stocks of medication, the vendor provides individually packaged dosing cards for each inmate, and allows for return and refund of unused medications, while providing usage data and suggestions for alternative or less expensive medications.

Second, the medical care team has also begun an active study of the utilization of external medical care services. By more carefully triaging requests for outside specialty care, hospitalization and diagnostic tests, Public Health has been able to substantially reduce overall medical care expenses at the Jail while maintaining excellent quality of care.



HEALTH & HUMAN SERVICES - ADULT PROTECTIVE SERVICES ◀ ▶

WHAT WE DO:

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

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

Did you know?

The fastest growing segment of the population are those age **85** and up.

TRENDS:

A Changing Landscape

Shifts in California's demographics continue to change the Adult Protective Services landscape. Currently, the fastest growing segment of the population is represented by those who are age 85 and older. The first wave of "baby boom" retirements is also creating new demands and expectations on a fragmented and inadequately funded system at a time when the State has drastically reduced funding and services for these programs.

Responding to Reports of Abuse

Adult Protective Services responds to allegations that an elder or dependent adult is being abused, neglected or exploited. Social Services staff works closely with law enforcement agencies and other service providers to investigate allegations. Staff works to resolve concerns, recognizing that mentally competent adults may refuse services even if they are victims.

Adult Protective Services programs are significantly underfunded Statewide. After years of frozen State funding, major cuts to program resources were enacted over the last three years. Despite these reductions, the Department's workload has increased dramatically. The Department responds to an average of 81 reports per month, up 17% from the prior year and up a full 25% from two years ago.

HEALTH & HUMAN SERVICES - CHILD WELFARE SERVICES



WHAT WE DO:

Child Welfare Services include a host of services intended to protect children and strengthen families. Emergency Response staff responds to reports of child abuse, neglect or exploitation. Family Maintenance services help families remain together, either voluntarily or under Court supervision.

When children cannot remain safely with their parents, Family Reunification staff ensures that services are provided with the goal of returning children to the custody of their parents. When that is no longer an option, Permanent Placement staff finds solutions for children that may include adoption, guardianship or long term foster care. The Department of Social Services licenses foster family homes and provides adoption services.

ACCOMPLISHMENTS:

Family Preservation

The County continues its focus on family preservation. Studies have consistently shown that children fare better with relatives than with strangers, and San Luis Obispo County is committed to maintaining familial bonds for children. Despite having a higher rate of child abuse referrals than other counties, San Luis Obispo has fewer children in care and the highest rate of placement with relatives in the State.

Did you know?

When children must be placed in out-of-home care, no county has a higher rate of placement with relatives than San Luis Obispo.

Economy Puts Strain on Families

According to the Associated Press's "Stress Index" a measure of a community's combined scores for unemployment, bankruptcies and foreclosures the County's Index has risen by 250% in just three years. This may have a role in the increasing number of referrals for child abuse, which are up by 23% in just the past year.

Nevertheless, the County continues to exceed State averages in several key indicators, including timely response to referrals (responding to 98.7% of urgent referrals within 24 hours), the placement of siblings together, timely visits of Social Workers with children in care, and placements with relatives.

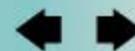
Mental Health Supports for Children

Social Services is dedicated to ensuring the provision of mental health services to children. The Department supports the services of Kinship Center, a specialty clinic focusing on children without permanent homes, and funds mental health services for foster care children through the County's Behavioral Health Department.

The County has also successfully operated a Wraparound program for 10 years now. The program, which works to surround children and families with services customized to their needs, provides an effective alternative to Group Home care, with better outcomes at lower cost. As a result, the Department has been nominated for Harvard University's Ash Institute Award.



HEALTH & HUMAN SERVICES - PARTICIPANT SERVICES



WHAT WE DO:

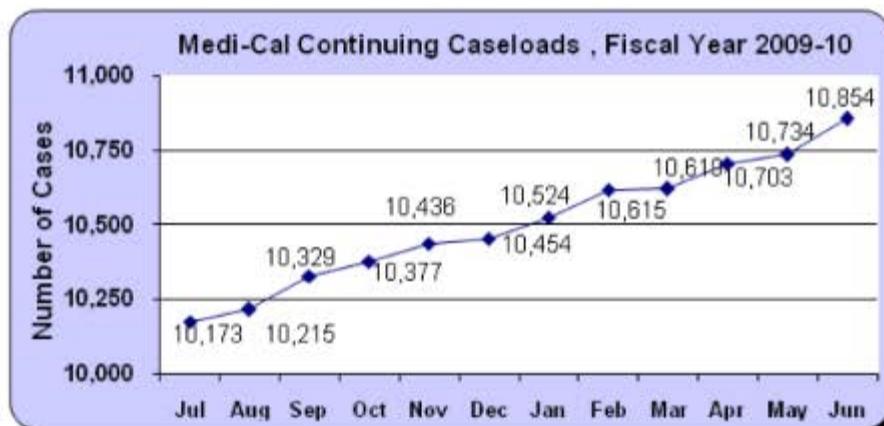
Participant Services includes programs intended to assist low-income residents of our community as they face the challenges of a depressed economy. More staff members work in Participant Services than in any other area of the Department of Social Services.

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

TRENDS:

Caseloads Grow as the Economy Falters

The economic downturn has resulted in a flood of new applications for assistance. In the last two fiscal years, the Department has seen its caseloads rise by 20%, even as available resources have diminished. The number of households receiving benefits under the CalFresh (formerly Food Stamps) program, for example, has doubled in four years and is running 27% ahead of last year's caseload.



The MediCal program's caseload broke the 10,000 ceiling in Fiscal Year 2009-10 and may top 11,000 in Fiscal Year 2010-11. Applications for CalWORKS, the program that provides both cash aid and employment services to needy families, are averaging 700 per month in the current fiscal year—a full 40% above the prior year in which 500 new applications were taken each month.

Did you know?

San Luis Obispo County's CALWORKS Work Participation Rate is the **highest** of all counties of similar size, and ranks in the **top ten** among all 58 California counties.

Producing Results

County Participant Services staff continues to produce great results. The County's Work Participation Rate (the welfare-to-work requirement) in the CalWORKS program, for example, is the highest of all counties among other counties of similar size, and ranks in the top ten overall.

Under the Workforce Investment Act (WIA) programs, which provide workforce development services, the department has implemented the Disability Navigator Program. The program, which serves employers who seek to hire or retain disabled employees, has greatly expanded opportunities for young people with disabilities seeking employment. The Department also recently opened a new One-Stop Center in the Five-Cities area to increase access to employment services in South County. The new center has quickly become a valued resource for residents and businesses.



HEALTH & HUMAN SERVICES - VETERANS' SERVICES



WHAT WE DO:

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

A Close Call for Vets Express Program

The Vets Express Program provides local vets with a way to get to and from medical appointments and the VA Clinic in Santa Maria. This door-to-door service, costing only \$3 each way, was almost terminated in June of 2010 due to lack of funding. Thanks to timely support from the community, including two significant donations from local residents, the service will now be able to continue for another two years.

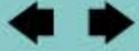


ACCOMPLISHMENTS:

- In fiscal year 2009-10, the Veterans Services Office helped children of disabled veterans in obtaining a total of 60 college fee waivers, resulting in a total net savings \$200,000. Under this State program, students meeting the eligibility criteria may get their college fees waived if they attend a California Community College, a California State University, or University of California campus.
- The County Veterans Service Office is partnering with the Federal Department of Veterans Affairs to establish a new Veterans Center for our Combat Veterans within the next year. Currently the Veterans Center is operating a counseling service inside the Veterans Memorial Building, collocated in the dining hall of the Local American Legion Post 66.
- Pre-deploying troops receive a considerable amount of training at the two local Army bases, Camp Roberts and Camp San Luis. In Fiscal Year 2009-10, the County Veterans Service Office began providing benefits briefings and counseling sessions to these troops on behalf of the Department of Veterans Affairs. This program is continuing in Fiscal Year 2010-11.



COMMUNITY SERVICES



 Click on an image or buttons to view departmental reports



FARM ADVISOR



GENERAL SERVICES

(Click Buttons Below)

AIRPORTS

GOLF COURSES

**PARKS &
RECREATION**



LIBRARY

COMMUNITY SERVICES - AIRPORTS & GOLF COURSES



AIRPORTS

WHAT WE DO:

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



Increasing Air Travel Opportunities in San Luis Obispo County

The Airport has experienced a significant decrease in passenger enplanements starting in 2008. Since the Fall of 2008, Airport management has worked with local community leaders on marketing strategies to increase travel in and out of the County Airport. Efforts to increase air travel have included recruiting additional airline service to the County. While no additional destinations have been added as of yet SkyWest, the regional provider for United has substantially lowered its fares for flights to Los Angeles.

The Airport has also sought and been awarded a \$10.1 million federal grant for construction projects to increase Airport accessibility. These projects include the construction of loop road to allow customers to circle back to the terminal without having to enter Highway 227 (South Broad), the installation of a signal light at Aero Drive, and the construction of a new 488,000 square foot aircraft parking apron which will allow for future growth of airline service.

GOLF COURSES

WHAT WE DO:

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



Morro Bay Golf Course

Promoting Golf in the County

A number of strategies have recently been employed to encourage residents and visitors to take advantage of the County's world class golf courses.

The current economic downturn has caused a 18% reduction in amount of play on the County's courses. This means we have plenty of Tee times available for golfers. To encourage more golf play, the County has developed a streamlined discount card program which will be available in 2011.

Golf is often recognized as a sport which can bring people of all ages together. In addition to making play on the County's golf courses more affordable, efforts have also been made to promote the game of golf to younger generations. To do this, the County has partnered with schools and youth organizations such as the Grizzly Youth Academy and Camp San Luis Obispo to encourage youth to become interested in golf.

COMMUNITY SERVICES - FARM ADVISOR/UNIVERSITY OF CALIFORNIA COOPERATIVE EXTENSION



WHAT WE DO:

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

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

Master Gardeners Teach Sustainable Practices at Demonstration Garden

The UC Master Gardener Program demonstrates gardening in San Luis Obispo County at the "Garden of the Seven Sisters." This demonstration garden provides a dedicated location for extending science-based gardening information to members of the community at all skill levels. Master Gardener volunteers educate the public about sustainable gardening practices through workshops on storm-water capture, drought tolerant landscaping, drip irrigation, edible landscaping, composting, and the use of repurposed construction materials. Since opening the Garden in January 2010, more than 1,000 community members have attended workshops.

Making a Difference

Thirteen-year-old Katie has been in 4-H for four years and has completed several projects unique to her individual interests.



Through one of the club's citizenship projects, Katie and other club members helped set up a petting zoo at a convalescent home for the seniors to enjoy. Katie has also taken on leadership roles by serving as the junior leader for Arts & Crafts and Poultry projects. Katie began her poultry project with two chickens and now has seven egg-laying hens. To finance her project, Katie sells the eggs that her hens lay. For her gardening project, Katie planted seedlings which have grown into entire gardens.

Katie was the overall County 4-H Record Book Winner for her mini-garden and poultry projects over the past two years. She loves the opportunities 4-H has given her and she can't wait for future challenges. "Before I was in 4-H I felt like I wasn't doing anything, but now I am," Katie explains, "I am changing the world and making it better."

Did you know?

The County and Cooperative Extension offers curriculum to educate County residents on how to use money wisely to ensure that individuals have the financial resources for an adequate diet. For more information, please [click here](#).

COMMUNITY SERVICES - LIBRARY



WHAT WE DO:

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

In addition to providing materials that patrons can use, the libraries also provide many programs such as the summer reading program for all ages, film series, computer instruction, job workshops, book discussions, writing workshops, animal programs and others to encourage lifelong learning and development.

For information on the location and hours of operation of the County's libraries, visit: <http://www.slolibrary.org/branch.htm>



Love for the Library

by Kristen Barnhart, Children's Librarian
in memory of
Rita Marie Goehner
1989-2006

The San Luis Obispo County Library is so much more than books, movies, story-times, and programs for children and adults; it is a place where small miracles happen every day. Last Spring I met a woman who looked familiar to me. Then it came to me, she was "Rita's Mom." When Rita was a child, I loved piling her up with books. "What's she up to these days?" I asked after reminiscing

with her mom, Cassie. "Did she go away to college?" "No, Rita was killed in a car accident 4 years ago." Cassie replied. We both stood there, quiet for a moment. I had not put it together. The Rita's Rainbows memorial charity that the library was working with was that Rita, one of "my" library girls.

This summer, in honor of Rita Goehner and sponsored by Rita's Rainbows, the SLO County Library System presented a ground-breaking partnership with the youth organization 4-H. Nine different Libraries offered hands-on science programs to kids ages 7 to 12. These enriching, fun, and exciting science programs offered youth the chance to create earthquake simulations with real scientists. Rita's Rainbows covered the costs of the programs, so that all 150 children had a chance to take part in one of these exciting, educational activities. The library partnership with the 4-H happened because Rita loved hands-on science and she loved the San Luis Obispo Library.



Rita's Rainbows

Dedicated to helping children in need

You can learn more about
Rita's Rainbows at: www.ritasrainbows.org

COMMUNITY SERVICES - LIBRARY



Expansion of Adult Programs

In support of lifelong learning, the County Library has increased and enhanced adult programs in recent years:

Adult Reading Program: In 2010, the first County-wide adult summer reading program was initiated with nearly 500 sign ups.

Book Clubs: To support regular book club groups at the various branches, the Library has developed the book-club-in-a-box program in two libraries. To assist adults in beginning their own book club, the book-club-in-a-box contains ten copies of a book, discussion questions and author information. To date, 47 book club boxes have been created and more are planned to be developed in the future.

Adult Workshops: Workshops for adults are presented on an array of topics including job searching and resume writing, entrepreneurship, nutrition, health and safety, arts and crafts, local history, computer literacy, genealogy, literacy, gardening, homeschooling, animals and pets, music, and poetry.

Free Programs: Attendees at free programs sit back and enjoy themselves at film nights, poetry readings, concerts, lectures, storytelling, and theatrical performances.

Live Book Discussion Program: The Library is currently partnering with Guy Rathbun at KCBX radio to offer a live book discussion program with local and international authors once a month. The program, Bookwaves, recently celebrated its first anniversary on the air.

Technology Advances

Libraries have more than books! Do you know about the array of online resources and computer programs that the library has to help you get the information you need?

In addition to these programs, several advances have been made to make County libraries easier to use. The Library's web page, www.slolibrary.org, now has a variety of special electronic services that can be accessed 24/7 with a library card. You can also pay your overdue fines online with a credit card. And instead of waiting in line to check out, three branches will soon have machines to allow patrons to check themselves out! How easy is that!



COMMUNITY SERVICES - PARKS & RECREATION

WHAT WE DO:

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

ACCOMPLISHMENTS & TRENDS:

Working with the Community to Increase Access to Recreational Activities for the Disabled

Partnerships with community volunteers have turned many exciting dreams into a reality at little or no cost to the community. The efforts of volunteers have contributed a lot to the maintenance of County parks. Most significantly, they have increased accessibility of recreational opportunities for the disabled.

The community of Avila Beach recently recognized the need for disabled persons to be able to join their family and friends on the beach. To facilitate this, Park Rangers worked with the community to place

secure storage and provide electricity for beach-going wheelchairs. Similarly, the Lion's Club of Cayucos recently provided a beach-going wheelchair for disabled persons' use on the beach near Cayucos Pier. Further south, an interest in meeting the recreational and educational needs of disabled children drew the Ready family of Nipomo to create the non-profit Jack's Helping Hand (JHH). In partnership with JHH, Jack Ready Park was created, and includes 30 acres of open space that will include specialized playground equipment, educational activities and support facilities to provide disabled children with recreational opportunities.

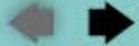


Wheel Chair Storage in Avila Beach

More 



FISCAL & ADMINISTRATIVE



Click on an image or buttons to view departmental reports



ADMINISTRATIVE OFFICE



ASSESSOR



AUDITOR - CONTROLLER



CLERK - RECORDER



TREASURER - TAX COLLECTOR

FISCAL & ADMINISTRATIVE - ADMINISTRATIVE OFFICE



WHAT WE DO:

The Administrative Office advises, interprets and implements the goals and policies of the Board of Supervisors through coordination of the operations of all County departments to achieve the Board's vision of a safe, healthy, livable, prosperous and well-governed community. The responsibilities of the Administrative Office are broad, but represent the following:

CITIZEN OUTREACH AND SUPPORT: The Administrative Office aims to connect the public with County government through soliciting feedback to improve County services, developing materials to improve communication with the public and encourage citizen participation, and promoting the use of technology to make County government more accessible.

ORGANIZATIONAL SUPPORT: The Administrative Office provides staff support to both the Board of Supervisors and County departments. Administrative staff works to maximize the effectiveness of the Board of Supervisors by implementing Board policy, preparing and managing a healthy County budget, managing labor relations, preparing the weekly Board agenda, responding to requests for information and resolving citizen complaints. To support County departments, Administrative staff provides policy analysis and guidance, troubleshoots issues as they arise and keeps departments up to date on important issues.

ORGANIZATIONAL EFFECTIVENESS: The Administrative Office is focused on creating a high performance and results oriented County organization by promoting strategic planning, goal setting and performance measurement.

ACCOMPLISHMENTS:

Encouraging Ethical Public Service with County Organizational Values

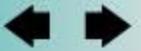
In an effort to promote an ethical organizational culture that acts as the best possible steward of the County's resources and maintains the public's trust, the Administrative Office recently lead an effort to establish a set of organizational values for the County. The County's new organizational values of integrity, collaboration, professionalism, accountability and responsiveness were adopted by the Board of Supervisors on November 23, 2010 and define how all employees and elected officials should conduct themselves as representatives of the County of San Luis Obispo. Please [click here](#) for a complete listing of the County's organizational values, which is included in an earlier section of this document.

Countywide and Communitywide Outreach

Recognizing the value that community members and County staff at all levels can contribute to the effective administration of County services, the Administrative Office is focused on enhancing the County's communication with the public and with County staff. To encourage more interaction with and among County employees, the County Administrator initiated series of 'brown bag' lunches to inform County staff about an array of issues affecting County operations.

The Administrative Office has also worked the County's Employee University to develop an employee course offering related to the County's budget and financial health. Emphasizing the importance of responsiveness to the community has been a key component of the Administrative Office's communitywide outreach plan. Additionally, the Administrative Office is working to ensure that frequently requested information is available on the County's website and is also in the process of enhancing the County's budget document to better explain the budget and financial decision-making process so the public is better equipped to provide active and meaningful input during annual budget hearings.

FISCAL & ADMINISTRATIVE - ASSESSOR & AUDITOR-CONTROLLER



ASSESSOR'S OFFICE

WHAT WE DO:

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



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

Did you know?

Proposition 8 gives property owners who believe that their property is incorrectly assessed the opportunity to apply for a reassessment. In Fiscal Year 2009-2010, the County Assessor reviewed over **44,000** properties for a decline in value and reduced the assessed value on **33,000** of those properties.

AUDITOR-CONTROLLER'S OFFICE

WHAT WE DO:

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

Financial Reporting Excellence



One of the Auditor's tasks each year is to produce the County's Comprehensive Annual Financial Report (CAFR), which is submitted to an independent auditing firm for their examination. The Auditor then submits the CAFR to the Government Finance Officers Association (GFOA) for its certificate of achievement award. A Certificate of Achievement for Excellence in Financial Reporting is presented to governmental units whose CAFR's "achieve the highest standards in governmental accounting and financial reporting." The County Auditor's Office has received a certificate of achievement plaque for 24 consecutive fiscal years.

Pictured above: Jim Hamilton, Division Manager of Special Accounting and Lydia Corr, Division Manager of Financial Operations



FISCAL & ADMINISTRATIVE - CLERK RECORDER



WHAT WE DO:

RECORDER: The Recorder records and maintains vital records and legal documents relating to real property.

COUNTY CLERK: The County Clerk assists the public in a variety of ways including issuing marriage licenses, and filing fictitious business name statements.

CLERK OF THE BOARD: The Clerk of the Board supports the Board of Supervisors and other boards by maintaining and preserving the records of their actions.

REGISTRAR OF VOTERS: The Registrar of Voters ensures that all eligible voters can be registered to vote and conducts elections for federal, state and county offices as well as all cities, schools and special districts in the county.

COMMISSIONER OF CIVIL MARRIAGES: The Commissioner of Civil Marriages provides volunteers to perform civil marriage ceremonies.

Service to Military Customers



One of the department's major accomplishments in the past year has been to assist military families by removing or reducing the red tape that military families are often faced with. Following are some of the ways that the Clerk-Recorder's Office has assisted military families, especially those who are recently deployed or serving overseas:

- **MARRIAGE LICENSES:** A marriage license typically takes 2-3 days to be recorded and for a copy to be issued. When either the bride or groom are in the active military, the license is recorded and a copy issued on the spot so the military can recognize the marriage.
- **VOTING:** To ensure that county residents who are in the active military are able to vote, the Clerk-Recorder coordinates with the Federal Voter Assistance Program. On Election Day in November of 2008, the Clerk-Recorder assisted over 150 soldiers stationed at Camp Roberts who were leaving for Afghanistan to petition to have their ballots counted. Within days, a judge approved all petitions and the soldiers were able to leave for Afghanistan knowing that their ballot had been counted.

The Clerk-Recorder's Office has expanded the availability of information and services available online. Those who are interested can search the [County's Official Records](#) and find [Voting Information](#) online.

"NO OBSTACLES TO FREEDOM"

In 2005, the County purchased Automark machines which are ballot marking devices that assist voters with limited vision or use of their hands to mark their ballot. These machines are deployed to every polling place on Election Day. After voting in the Presidential election, Susan, who was blinded when she was 30, sent the following email: *"On election day I was able to walk into my local precinct and vote just as freely and as independently as I had when I was sighted. This was a liberty and privilege I had unknowingly taken for granted. Thank you for restoring what I thought was lost forever. By no means do I fall into the flag waving category, yet there I was feeling overwhelmed with joy to be an American last Tuesday. Thank you for those powerful feelings of elation, empowerment, and joy for the ability to simply cast my ballot unassisted and vote freely once again."*

FISCAL & ADMINISTRATIVE - TREASURER-TAX COLLECTOR



WHAT WE DO:

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

REAL PROPERTY TAXES: The department manages the billing, collection, and accounting of property taxes and manages the public auctions of properties where property tax delinquencies have continued for over five years.

OTHER PROPERTY TAXES: The department manages the billing, collection, and accounting of taxes on unsecured property such as business fixtures and equipment, racehorses, airplanes, and boats and administers a collection program for delinquent taxes.

LICENSE COLLECTIONS: The department administers the issuance of business licenses for all unincorporated areas of the County and collects Transient Occupancy Taxes.

TREASURY: The department provides banking services including the investment of public funds and also provides support in the process of debt issuance.

PUBLIC ADMINISTRATOR: The department manages the estates of deceased County residents when there is no one willing or qualified to act as an estate administrator. Services include coordinating property sales, processing court documents, and making payments to creditors.

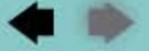
Enhancing the Ability of County Residents to Access Property Tax Information Online

One of the department's recent major accomplishments was to provide County residents with the opportunity to easily access their property tax information. The department created the Taxes on the Web (TOW) program which was made available to the public in 2002 and enhanced in 2009. The initial TOW program has been a great success because it allows customers to see the full tax status of a property and make online payments. The office has expanded the program by adding the Property Tax Management System (PTMS). The PTMS program allows customers to track the tax statuses of multiple properties with one account and make a payment for multiple properties with one transaction. Additionally, the program provides customers with the ability to receive email reminders of tax bill due dates and print duplicate bills. In 2009, the PTMS program was enhanced to provide electronic billing services where the customer can elect not to receive a paper tax bill. Both TOW and PTMS continue to provide customers a convenient way to access information, monitor, and make payments on their property taxes.

Did you know?

Did you know that San Luis Obispo County was the first county in California to provide electronic billing services? If you would like to learn more about accessing property tax information and paying your property tax bills online, please visit: <http://services.slocountytax.org>.

INTERNAL SUPPORT



 Click on an image or buttons to view departmental reports



COUNTY COUNSEL



HUMAN RESOURCES



GENERAL SERVICES

FLEET

**INFORMATION
TECHNOLOGY**

INTERNAL SUPPORT - COUNTY COUNSEL & HUMAN RESOURCES



COUNTY COUNSEL

WHAT WE DO:

The County Counsel's Office provides day to day legal advice to the County to protect from liability and enable the Board of Supervisors to carry out its programs and policies within the limits of the law. County Counsel also provides litigation services to the County in complex legal matters.

LEGAL ADVICE:

County Counsel provides representation and legal advice to the Board of Supervisors, approximately seventy County boards, commissions, departments, agencies, or divisions (including three joint powers agencies to which the County belongs), and to the managers of approximately twenty Board governed special districts, as well as certain legal services to approximately fifteen non-Board governed special districts. Staff attorneys conduct legal research; draft, review, and approve agreements, contracts, and projects; and advise County officers regarding their legal responsibilities under federal and state law.

LITIGATION:

County Counsel defends the County and special districts and provides litigation services in complex lawsuits including tax, personnel, contract, and land use matters to minimize liability and maximize County recovery. County Counsel also represents the County and protects its interests in cases that address the special needs of fragile populations in the community such as children referred to Child Welfare Services, residents receiving mental health care and individuals requiring conservatorship, as well as estates without representation.

HUMAN RESOURCES DEPARTMENT

WHAT WE DO:

PERSONNEL SERVICES:

The Human Resources department provides personnel services for all County departments. This includes employee recruitment, classification studies, departmental consults on personnel related matters, training, and staff support to the Civil Service Commission.

RISK MANAGEMENT:

The County's Risk Management program provides services including insurance and liability management, workers' compensation, safety, and employee benefits.

LABOR RELATIONS:

As the lead labor negotiator for the County, Human Resources staff manages communication between represented employees and County management, and negotiates terms for the labor agreements with fifteen collective bargaining units.

EMPLOYEE UNIVERSITY:

The Employee University offers a variety of classes and training opportunities to educate County employees to achieve continuous improvement and to enhance service delivery to County residents.

Reducing Employee Injuries

One of the department's major accomplishments is a renewed emphasis on risk reduction and injury prevention. This effort has netted lower injury rates and resultant cost savings equating to millions of dollars over the last two years. The County's Worker's Compensation and Safety programs now rank among the best in the state. Risk Management has aggressively protected taxpayer's monetary interests and has reduced its inventory of open claims to ten-year lows.

INTERNAL SUPPORT - GENERAL SERVICES AGENCY



WHAT WE DO:

The General Services Agency provides a wide variety of services directly to the public and in support of County Departments including:

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

In addition to the above services, the General Services Agency also includes Airports and Parks and Recreation which are included in the ['Community Services'](#) section of this report, and Information Technology and Fleet Services, which are discussed on the next page.

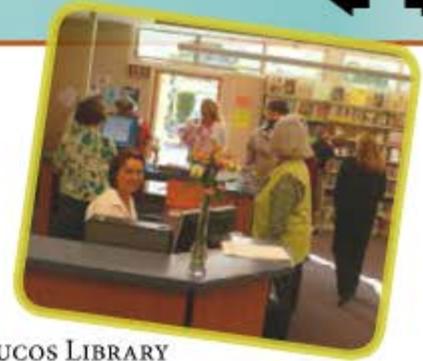
ACCOMPLISHMENTS:

Renovating and Revitalizing Old Buildings for Public Services

The County has many facilities, many of which are old and require renovation. General Services works with the County departments who occupy older buildings and develops strategies and plans to renovate and revitalize these structures to promote the efficient use of buildings. General Services has recently managed the renovation of two buildings which both opened to the public for service in the past year:

CAYUCOS LIBRARY: The General Services Agency teamed with County Libraries, and the Cayucos School District to renovate an old school classroom which was converted into space for a new library to serve not just the school, but the entire Cayucos community. This renovation significantly increased the size of the library space serving the community. Coordinating the work of this project was challenging because the original classroom was not designed to be a library and required structural modifications. The County provided both the structural and aesthetic modifications necessary to ready the classroom for use as a library, preventing the need for construction of a new building or rental of an existing building. The library's move to this new space has served the community well because of its location at a school and adjacent to Hardie Park.

LONGBRANCH BUILDING: Earlier this year, Drug and Alcohol Services joined with Probation to move from leased facilities into a vacant County building at Longbranch and 16th Street in Arroyo Grande. Because the building had been vacant for quite some time, the General Services Agency provided the needed structural modifications and upgrades to meet the needs of Drug and Alcohol Services and Probation. The vacant and deteriorating building was converted into efficient and cost effective space for offices and programs. This renovation created an easily accessible public facility with convenient parking and building access to serve area residents. Moving into the renovated building also saves the County approximately \$60,000 in annual lease costs.



CAYUCOS LIBRARY

INTERNAL SUPPORT - FLEET & INFORMATION TECHNOLOGY



Fleet



'Greening' the County Fleet

Sustainability applies to vehicles as well as buildings. As a member of C5 (Central Coast Clean Cities Coalition), the County is committed to reducing greenhouse gasses and the consumption of fossil fuels. To date, Fleet Services has purchased three hybrid compact utility vehicles. These Hybrids have a lower overall cost to the County-- just one of these vehicles will save 3,971 gallons of fuel and result in a 35.2-ton reduction in greenhouse emissions over the life of the vehicle. Fleet Services is seeking every opportunity to purchase vehicles that will produce the least detrimental effect on the environment and to reduce the consumption of fossil fuels.

As a part of the General Services Agency, Fleet Services is responsible for managing the County fleet and the centralized motor pool with a fleet of cars, trucks, law enforcement vehicles, and equipment such as mowers, tractors and trailers. Fleet services is also responsible for the replacement of County vehicles.

Did you know?

Just one of these vehicles will save **3,971** gallons of fuel and result in a **35.2** ton reduction in greenhouse emissions over the life of the vehicle.

Information Technology

The County's Information Technology (IT) professionals are responsible for building and maintaining the computing infrastructure that employees use to support the citizens of San Luis Obispo County. These IT professional perform a variety of functions in the software application, personal computer, public safety emergency communications, and computer server and network arenas.

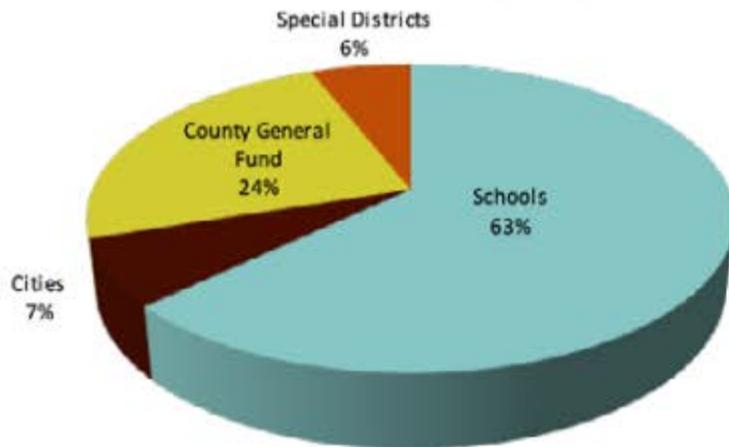


County IT Keeps You Informed

IT plays an important role in County emergency management and assigns staff to the County's Emergency Operations Center (EOC) during exercises and real disasters. Whether a simulation or actual event, IT staff is responsible for ensuring that emergency responders including schools, hospitals, and public safety agencies throughout the County can easily communicate with one another. Using tools, such as the County's website and public safety radio communication system, emergency responders can pass information on to the public or coordinate the response of sheriff, police, fire, and ambulance personnel.

COUNTYWIDE FINANCIALS - PROPERTY TAX & REVENUES ◀ ▶ More

Property Tax Dollar Distribution by Government Agency



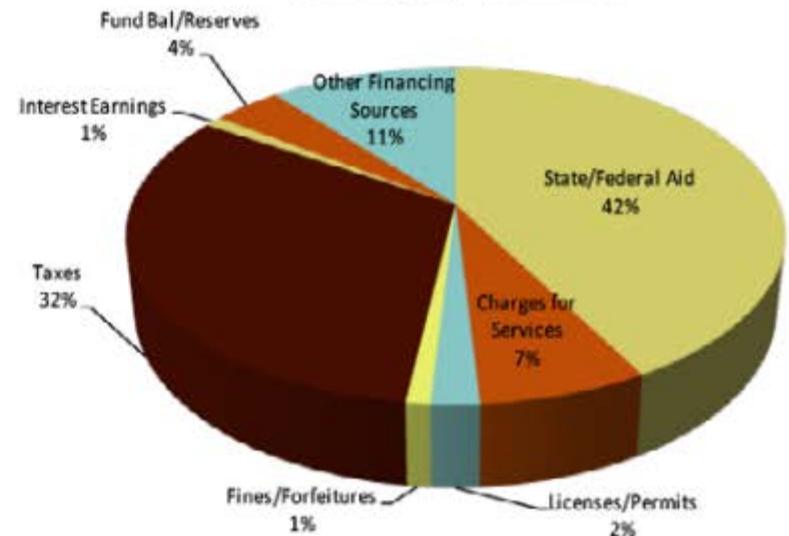
PROPERTY TAX DOLLAR DISTRIBUTION BY GOVERNMENT AGENCY

Property tax bills are calculated by applying a 1% tax rate to the assessed value of real property and certain business personal property owned by tenants. The property taxes collected by the County are a funding source for local governments and school districts within the County. This chart shows the percentage of property tax revenues that will be distributed to various governmental agencies in FY 2010-11.

TOTAL FINANCING BY SOURCE:

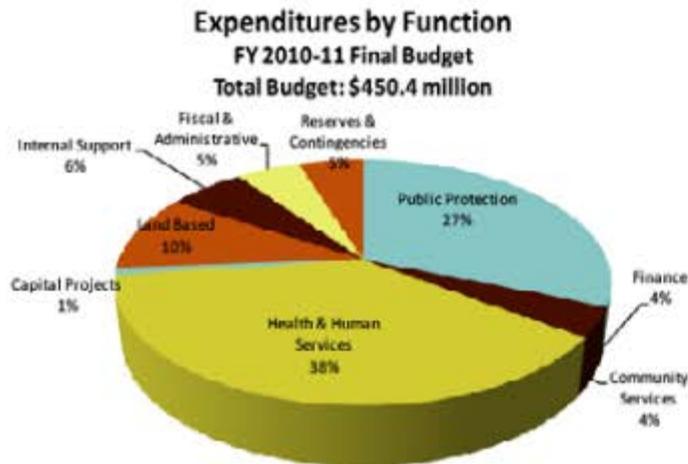
County operations and services are funded by a variety of different revenue sources. This chart displays the percentage of total revenues contributed by each revenue category.

Source of Revenues FY 2010-11 Final Budget Total Budget: \$450.4 million



[View our County Budget Online](#)

COUNTYWIDE FINANCIALS - EXPENDITURES & DEBT

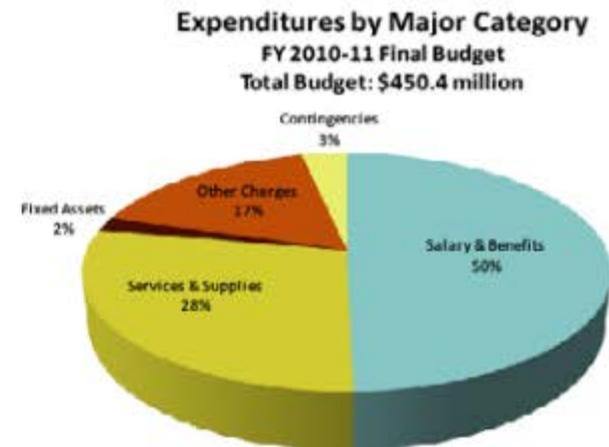


EXPENDITURES BY FUNCTION

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

EXPENDITURES BY MAJOR CATEGORY

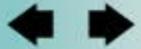
To effectively account for and track expenditures, the County's budget is organized into a large number of specific accounts which comprise a few major expenditure categories. This chart displays the percentages of the total budget that are allocated to the major expenditure categories.



Outstanding Debt (in thousands)

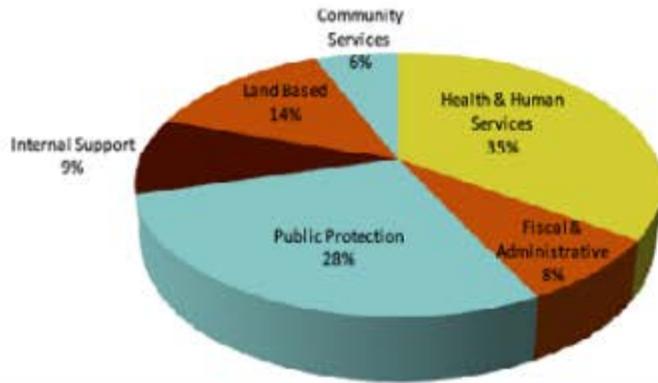
	Fiscal Year 2009	Fiscal Year 2010	Dollar Change	Percent Change
Certificates of Participation (Governmental)	\$31,805	\$30,309	\$(1,496.00)	-4.70%
Pension Obligation Bonds	\$127,169	\$125,444	\$(1,725.00)	-1.36%
Certificates of Participation (Business Type)	\$20,848	\$20,657	\$(191.00)	-0.92%
State Note	\$32,284	\$32,418	\$134.00	0.42%
Revenue Bonds	\$202,827	\$202,821	\$(6.00)	0.00%
General Obligation Funds	\$11,450	\$11,155	\$(295.00)	-2.58%
Total Outstanding Debt	\$426,383	\$422,804	\$(3,579.00)	-0.84%

COUNTYWIDE FINANCIALS - STAFFING & CREDIT RATING



Positions by Functional Area

FY 2010-11 Final Budget
Total FTEs: 2,403.5



POSITIONS BY FUNCTIONAL AREA

This chart (above) displays how the County's 2,403.50 full time equivalent staff positions are allocated across the County's functional areas. Earlier sections of this annual report outline the departments and operations included in each functional area.

COMPARISON OF EMPLOYEES BY FUNCTIONAL GROUP

FUNCTIONAL GROUP	09-10 ADOPTED	10-11 ADOPTED
Land Based	334.00	326.50
Public Protection	694.25	676.75
Health/Human Services	831.50	829.75
Community Services	150.50	148.50
Fiscal & Admin	198.50	195.50
Internal Support	230.25	226.50
Total	2439.00	2403.50

Credit Rating

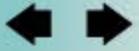
Every year, the County's Combined Treasury Pool Investment is rated by credit rating agencies based on its creditworthiness. Fitch Ratings, a nationally recognized statistical rating organization, has consistently rated the County at its highest level since Fiscal Year 1994-1995. The County's credit rating is "AAA/V1".

The "AAA" rating reflects the credit quality and diversification of the underlying assets in the County's portfolio and appropriate management and operational capabilities. The "V1" rating reflects low market risk and a strong capacity to return stable principal value to participants in an adverse interest rate environment.

Did you know?

Since FY 1994-1995 the County has received the **highest credit rating** from Fitch Ratings, a nationally recognized statistical rating organization.

DEPARTMENTAL AWARDS & ACKNOWLEDGEMENTS



Airport:

- The Willie F. Card award is given annually to an FAA contract tower airport that demonstrated level of customer service excellence to aviation users and dedicated outreach to the local community. The award was presented to the Airport General Manager on July 27, 2009.

Auditor-Controller:

- For the past 24 years, the Auditor-Controller's Office has been awarded a Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officer's Association for the County's Annual Financial Report.

Child Support Services:

- For the past eight years, the San Luis Obispo County's Department of Child Support Services has been recognized as the top performing County Child Support Services Department in the State.

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University of California Cooperative Extension:

- 2010 National Association of Extension 4-H Agents (NAE4-HA) Meritorious Service Award. Recipients of the award have demonstrated innovative youth programming and leadership in the NAE4-HA association at the state, regional, and/or national level.

Golf Courses:

- The Audubon International has bestowed "Audubon Cooperative Sanctuary" status on the Morro Bay Golf Course.
- In 2010, the Morro Bay Golf Course received an award from the National Golf Foundation for being in the top 3 facilities for customer loyalty.
- Dairy Creek has been awarded favored status (#5 out of 100) by Golf for Women Magazine's Favorite Courses.

Public Works Department:

- Los Osos Wastewater Project Environmental Impact Report.
- Association of Environmental Professionals 2010 Merit Award.

Planning & Building:

- 2010 - American Planning Association Central Coast Section - Award of Excellence - Strategic Growth Principles and Implementation.
- 2010 - American Planning Association Central Coast Section - Award of Excellence - Housing Element.
- 2010 - American Planning Association California Chapter - Comprehensive Planning - Large Jurisdiction, Outstanding Planning Award of Excellence - Strategic Growth Principles and Implementation
- 2010 - American Planning Association California Chapter - Focused Issue Planning Award - Housing Element.
- 2010 - California Association of Local Agency Formation Commissions - Co-winners (with San Luis Obispo LAFCO and the Nipomo Community Service District) Annual Achievement Award for Government Leadership - Memorandum of Agreement between the County and the Nipomo Community Services District.