BOARD OF SUPERVISORS

2025 GOVERNANCE WORKSHOP

JANUARY 28, 2025

E.J. Crandell, Chair
Brad Rasmussen, Vice Chair
Susan Parker, County Administrative Officer



ADMINISTRATION

SUSAN PARKER

COUNTY ADMINISTRATIVE OFFICER

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS

ADMINISTRATION

- Structurally Balanced County Budget
- Closed ARPA (*All funded projects completed or under contract by the deadline*)
- Departmental Fiscal and Leadership Support during Times of Transition
- Substantial Update to County Purchasing Ordinance to Promote Transparency
- Celebrated Pallesen Place Ribbon-Cutting (*Collier Ave*)
- $9,970,515 in climate resiliency-focused grant awards
- Implementation of first Hospital Improvement District in California, which could result in a significant increase in MediCal Reimbursement
- Completed Broadband Action and Implementation Plan
- Established Lake County Regional Housing Trust Fund
- Secured Multi-Year State and Federal Advocacy Support
- Creation of a New Department Head Training Manual.





2024 ACCOMPLISHMENTS

ADMINISTRATION

HUMAN RESOURCES – PAM SAMAC

Recruitment and Hiring

- Successfully managed 341 recruitments.
- Facilitated 239 full-time hires and 50 extra help hires.
- Played a key role in hiring 7 Department Heads without utilizing external recruiters.
- Initiated in-person computer testing for Probation, significantly improving testing and hiring timelines.

Employee Relations and Support

- Conducted many accommodation meetings.
- Provided management guidance on complex investigations, performance, and employment issues.

2024 ACCOMPLISHMENTS

ADMINISTRATION

HUMAN RESOURCES – PAM SAMAC

Compensation and Employee Resources

- Completed 200 benchmarking studies.
- Developed and enhanced employee resource pages on the HR webpage.
- Created comprehensive benefit guides and moving guides.
- Designed improved open enrollment materials, including guides and video presentations.

Training and Organizational Improvements

- Authored a section in the new Department Head Training Manual.
- Reorganized the HR shared drive for greater efficiency.
- Achieved 100% digitization of employee files in Laserfiche.



2024 DATA POINTS & METRICS

ADMINISTRATION

HUMAN RESOURCES – PAM SAMAC

Total Recruitments	341
Full Time New Hires	239
Extra Help New Hires	50
Terminations	169
New Hires Leaving in First Year	16%
Vacancies Filled	82%





2025 POINTS OF EMPHASIS

ADMINISTRATION

- Capital Improvement Plan: Capital Planning for Organized Infrastructure Development
- Labor Negotiations
- Lease Revenue Bonds for the Armory Project
- Completion of Housing Action and Implementation Plan (*Q2 2025*): Promoting Development and Rehabilitation
- Refresh of Budgeting Practices and Presentation
- Completion of Trails, Housing and Economic Development Websites
- Integrated Web Map to Encourage Development in Lake County
- Advancement of Climate Adaptation Plan and Climate Vulnerability Analysis



2025 POINTS OF EMPHASIS

ADMINISTRATION

- Support Completion of Countywide Evacuation Route Plan
- Transitioning Hazard Mitigation Planning Projects to Dynamic Wildfire Protection Plan
- Training with all County Departments on Budgeting
- Furthering State and Federal Advocacy Efforts (*Ongoing*)
- Relaunch of the Konocti Trails website (*February 2025*)
- New Economic Development website (*First Quarter 2025*)
- Development of a Capital Improvement Plan
- Grant Funding to Enhance Climate and Wildfire Resiliency



2025 POINTS OF EMPHASIS

ADMINISTRATION

HUMAN RESOURCES – PAM SAMAC

- Our Human Resources Department is committed to being a partner in achieving organizational success. Our mission is to cultivate a workplace culture that celebrates diversity, fosters inclusion, and prioritizes the well-being and growth of our employees.
- Maintain a collaborative and integrated processes for HR service delivery.
- Priority on recruitment and hiring to help reduce vacancy rate.
- Implement NeoGov recruiting module.
- Implement new Benefit Administration module.
- Implement new HRIS system.
- Implement computerized and automated orientation process.
- Help facilitate union negations.
- Continue to update policies and forms.
- Continue ongoing training.



2025 POINTS OF EMPHASIS

ADMINISTRATION

HUMAN RESOURCES – PAM SAMAC

Assembly Bill 2561 (AB 2561), signed into law on September 22, 2024, introduces new requirements for California public agencies to address job vacancies and enhance recruitment and retention efforts.

- AB 2561 requires a public agency to present the status of job position vacancies and recruitment and retention efforts at a public hearing before the agency's governing board at least once per fiscal year.
- If adopting an annual or multi-year budget during the fiscal year, this presentation must occur before the final budget adoption.
- The public agency is required to identify any necessary changes to policies, procedures, and recruitment activities that may lead to obstacles in the hiring process, during the hearing.



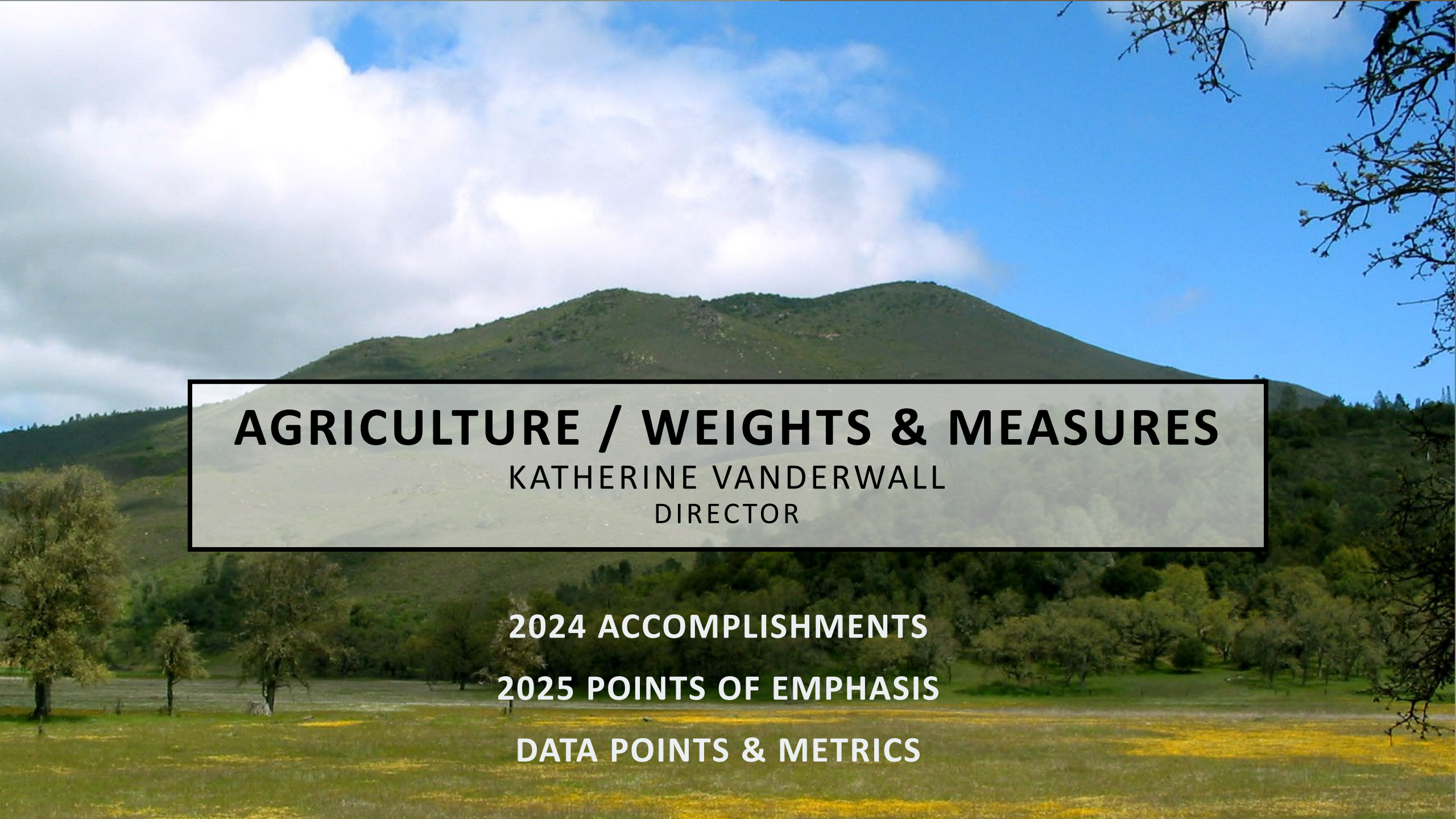
2025 POINTS OF EMPHASIS

ADMINISTRATION

HUMAN RESOURCES – PAM SAMAC

(Continued AB 2561)

- If vacancies within a single bargaining unit reach or exceed 20% of authorized full-time positions, the public agency must, upon request from the recognized employee organization, provide:
  - Total number of job vacancies within the bargaining unit.
  - Total number of applicants for these positions.
  - Average time taken to complete the hiring process from the posting date.
  - Opportunities to improve compensation and other working conditions.



AGRICULTURE / WEIGHTS & MEASURES

KATHERINE VANDERWALL

DIRECTOR

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS

AGRICULTURE / WEIGHTS & MEASURES

- Received new weight truck.
- Hosted a pesticide container recycling event.
- Hosted continuing education classes for pesticide applicators.
- Published and presented the first Weights & Measures report.
- Presented the 2023 Crop and Livestock Report.
- Continued department support of the Fish & Wildlife and Ag Advisory committees.
- Filled all extra help positions for 2024.
- Filled all permanent positions in 2024.
- Met state mandated program requirements.





2025 POINTS OF EMPHASIS

AGRICULTURE / WEIGHTS & MEASURES

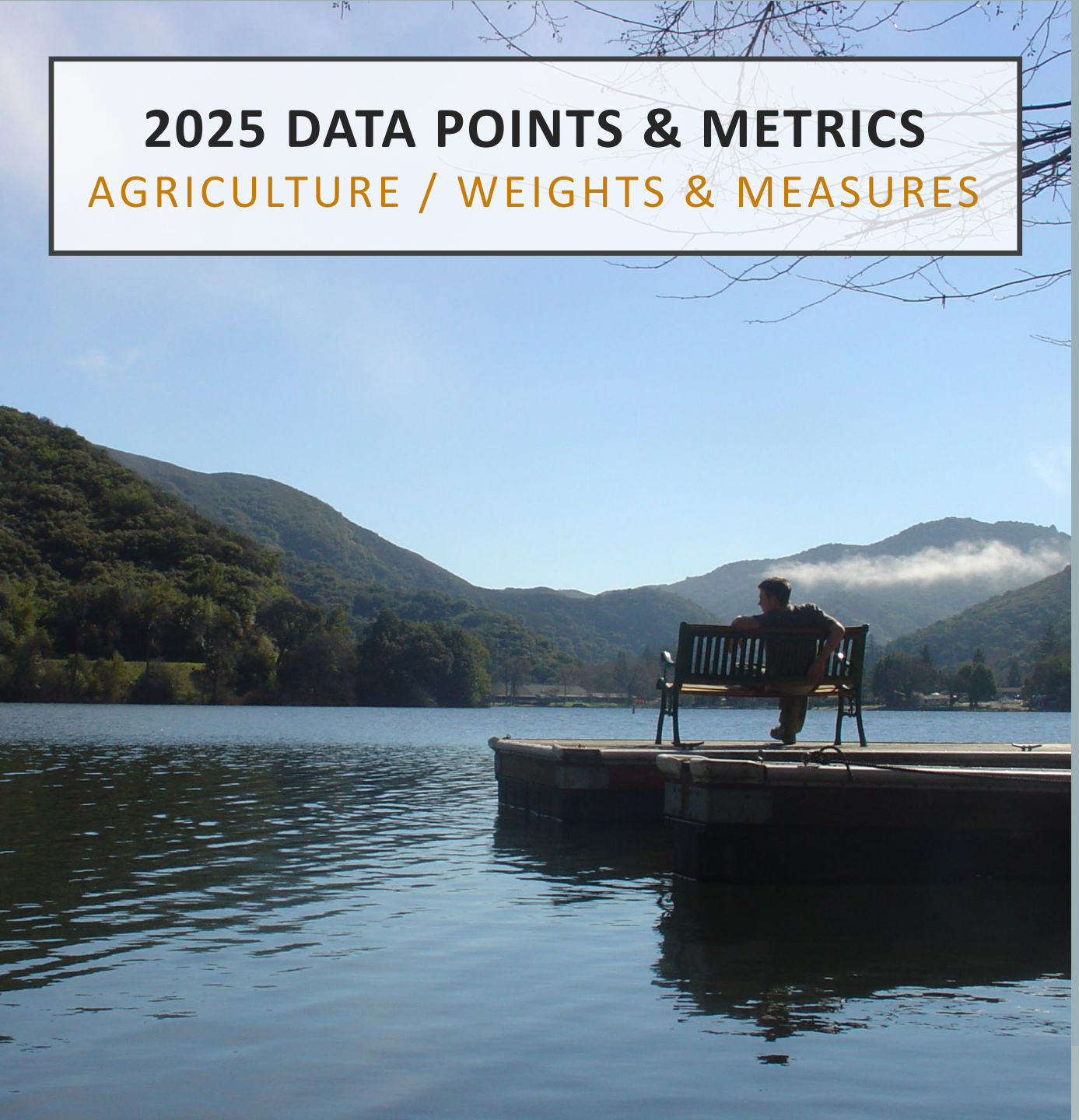
- Certify and begin operation of the new weight truck.
- Host an outreach class for the cannabis industry.
- Continue department support of the Fish & Wildlife and Ag Advisory committees.
- Host and support continuing education classes for pesticide applicators.
- Training of current and new staff.
- Publish a Weights & Measures Report.
- Continue programmatic work to ensure state mandates are met.
- Update the 2017 Crop Report Plus – Agricultural Economic Report.

2024 DATA POINTS & METRICS

AGRICULTURE / WEIGHTS & MEASURES

Pesticide Safety Inspections Conducted	34
Certified Producer Inspections Conducted	26
Certified Farmers Markets Inspections Conducted	2
Phytosanitary Certifications Issued	30
Terminal Parcel Package Inspections Conducted	2,039
Nursery and Other Plant Shipment Inspections Conducted	263
Commercial Weighing & Measuring Devices Inspected and Tested	980
Pest Traps Deployed and Maintained for the Season	620





2025 DATA POINTS & METRICS

AGRICULTURE / WEIGHTS & MEASURES

- Total Number of Pesticide Safety Inspections
- Total Number of Certified Producer Inspections
- Total Number of Certified Farmers Markets Inspections
- Total Number of Phytosanitary Certificates Issued
- Total Number of Terminal Parcel Package Inspections
- Total Number of Nursery & Other Plant Shipment Inspections
- Total Number of Weighing & Measuring Devices Inspected and Tested
- Total Number of Pest Traps Deployed



AIR QUALITY MANAGEMENT DISTRICT

DOUG GEARHART

DIRECTOR

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS

AIR QUALITY MANAGEMENT DISTRICT

- Transitioned Online Burn Permit Program to our Office.
- Enabled online credit card payments for burn permits with help from the Treasury and Auditors offices.
- Maintained clean air standards for 2024.
- Fee Rule and other minor rule updates drafted, pending staff time for final processing, presentations, workshop, Board meeting, and submittals to the State and EPA.
- Developed option for GAMP management that GAMP parties agreed to. RFP/RFQ drafting in process.
- Processed over 650 permit renewals for Stationary Sources.
- Processed approximately 1,140 online permits in November and December 2024.
- Processed approximately 60 smoke management plans in November and December 2024.
- Hired an Administrative Assistant due to significant increase in administrative and fiscal requirements and reporting.





2025 POINTS OF EMPHASIS

AIR QUALITY MANAGEMENT DISTRICT

- Resolve staffing shortage to avoid the high cost of consultants.
- Complete rule adoption process for Fee Rules and other minor clarifications.
- Complete Hot Spots report as required by law. This will take 6 or more months of experienced staff time or hiring a consulting firm to complete.
- Implement upgrades to air monitoring equipment.
- Implement upgrades to data collection systems and Quality Assurance automation.
- Implement upgrades to the online burn permit system to improve public experience with the system.

2024 DATA POINTS & METRICS

AIR QUALITY MANAGEMENT DISTRICT

Staffing Level *(incl. new Admin. Asst.)*	**2.8 FTE**
Source Permits	**647**
Authority to Construct	*315*
Permits to Operate	*332*
Applications Received	**54**
Permits Issued	*22*
Applications Pending *(over half are incomplete or have compliance issues to resolve prior to issuance)*	**64**
Burn Permits Issued for FY 23/24 Burn Season	**1,952**
Smoke Management Plans Issued for FY 23/24 Burn Season	**198**
NESHAP Notifications Received *(Asbestos Demolition/Renovation)*	**33**

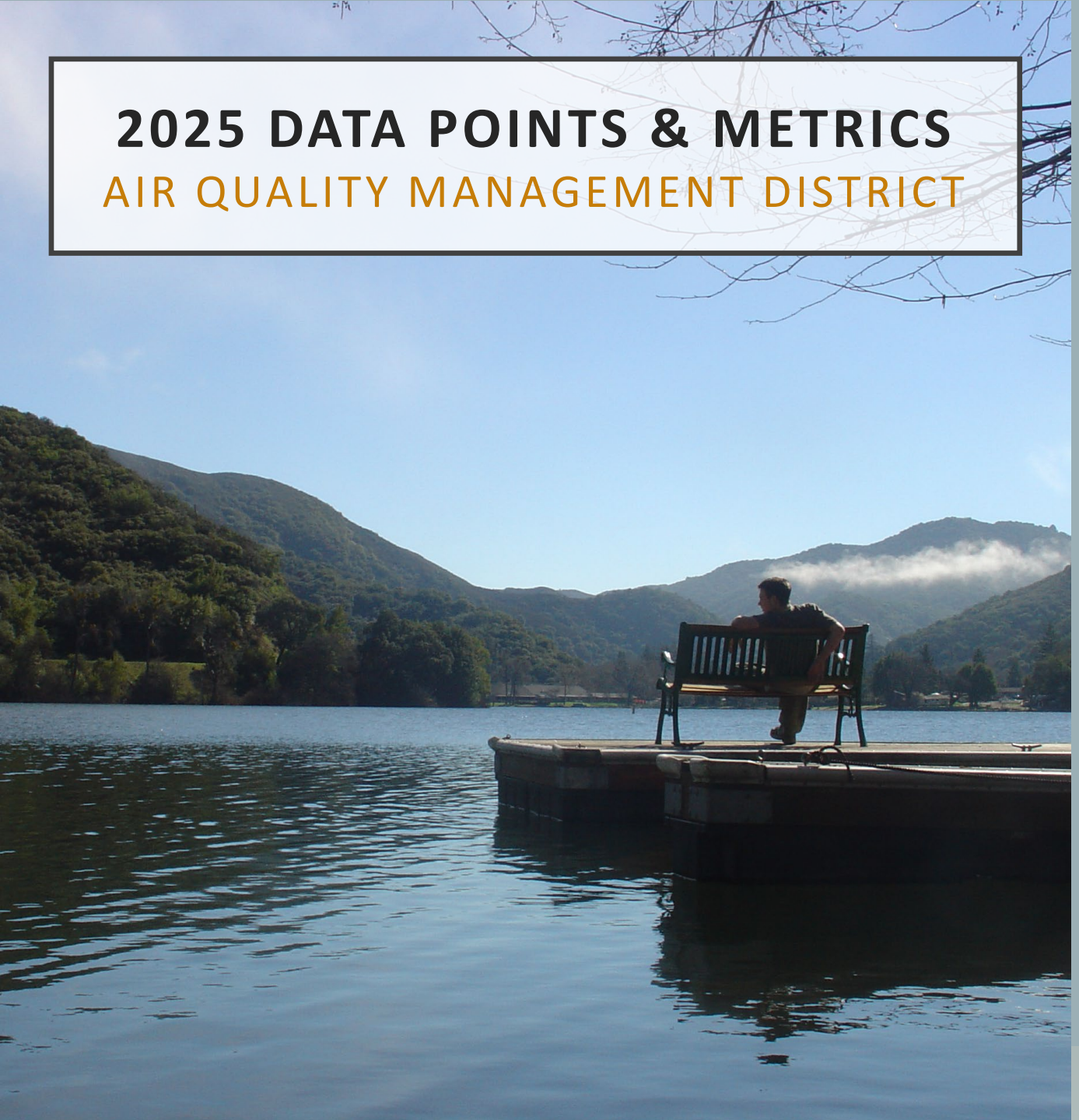


2024 DATA POINTS & METRICS

AIR QUALITY MANAGEMENT DISTRICT

Serpentine Dust Control Plans Issued/Approved	**11**
Air Quality Complaints	**16**
Open Burning	*10*
Dust	*4*
General Odors	*1*
Burn Barrel	*1*
Violations of Ambient Air Quality Standards	**0**
PM2.5 Design Value	**70%**
Ozone Design Value	**85%**





2025 DATA POINTS & METRICS

AIR QUALITY MANAGEMENT DISTRICT

- Staffing levels.
- Source permits.
- Applications received.
- Applications pending.
- Burn permits issued.
- Smoke Management plans issued.
- NESHAP (Asbestos Demolition/Renovation) notifications received.
- Serpentine Dust Control Plans Issued / Approved.
- Air Quality Complaints received, noting general categories of complaints.
- Number of violations of Ambient Air Quality Standards.
- Grant Programs and Funding status.
- Grant Programs are on hold during staffing shortage.



ANIMAL CARE AND CONTROL

GREGORY WILKINS

DIRECTOR

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS
ANIMAL CARE AND CONTROL

- Vaccine and Microchip Clinics
- UC Davis GRANT to help fund/assist with community spay/neuter efforts
- Clinics (vaccines and Microchips)
- June 2024 Adoption Event and fee reimbursement
  - 20+ adoption in a day and fee reimbursement
- Staff Hiring
  - Control Officers 3 of 4 positions hired
  - Staff Analyst
  - Offer sent for Registered Vet Tech





2025 POINTS OF EMPHASIS

ANIMAL CARE AND CONTROL

- **Updating of Policy and Procedures**
  - To align with current Best Practices
  - Provide standards and consistency in daily operations, leading to improved community efforts
- **Staff Training and Development**
  - Individual skill development
  - Continued education efforts- Entire staff becoming Fear Free Shelter certified (Gold Standard in shelter and animal handling training nationwide)
- **Securing a Veterinarian**
  - To help with shelter and community spay and neuter efforts
- **Increase Volunteer and Foster participation**
- **Website Improvement**
  - Easier access to information

2024 DATA POINTS & METRICS

ANIMAL CONTROL AND CARE

Intakes	**1,453**
Outcomes	
Adoption	*276*
Return to Order	*193*
Other Live Outcomes	*278*
Euthanasia	*638*
Length of Stay (days)	
Cats	*10*
Dogs	*23*
Vaccination Clinics	**12+**
Community Adoption Events	**6**





2025 DATA POINTS & METRICS

ANIMAL CARE AND CONTROL

- Total assisted Community Spay and Neuter through UC Davis Grant.
- Total Number Intakes & Outcomes *(adoption, euthanasia, redemptions)*.
- Average Length of Stay.
- Total Number of Active Volunteers and Fosters.
- Number of Cases created.



ASSESSOR / RECORDER

RICHARD FORD

ASSESSOR / RECORDER

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS
ASSESSOR / RECORDER

- TYLER Recording System Implementation
- Further Development of Staff
- Preparing for E-Recording





2025 POINTS OF EMPHASIS

ASSESSOR / RECORDER

- E-Recording Implemented
- Credit/Debit Card Payments Processing
- Low Value Ordinance
- Use Code Cleanup Project



AUDITOR-CONTROLLER / COUNTY CLERK

JENAVIVE HARRINGTON
AUDITOR-CONTROLLER / COUNTY CLERK

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS

AUDITOR-CONTROLLER / COUNTY CLERK

- Completed Needs Assessment for countywide Enterprise Resource Planning (ERP) system.
- Collaborated with Administration to update the Cal-Card Policy and process.
- Collaborated with Administration to complete the contract management process, while incorporating the new Purchasing Ordinance.
- Engaged in social media activities to promote expanded clerk services to the public.





2025 POINTS OF EMPHASIS

AUDITOR-CONTROLLER / COUNTY CLERK

- Implement new finance system/ERP- Go Live 10/1/25
  - ❖ Chart of Account review and data validation
- Increase professional development opportunities for staff growth and retention
- Increase efficiencies and expand accounting services
- Continue policy review and training outreach

2024 DATA POINTS & METRICS

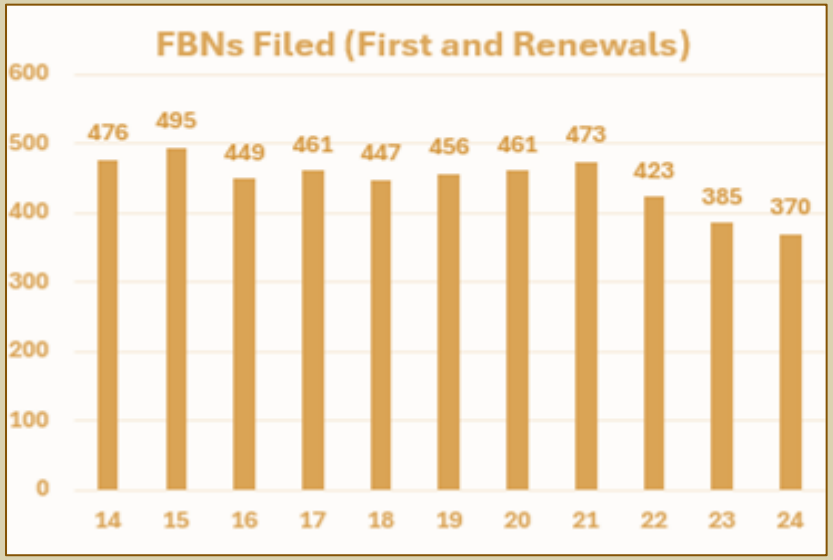
AUDITOR-CONTROLLER / COUNTY CLERK

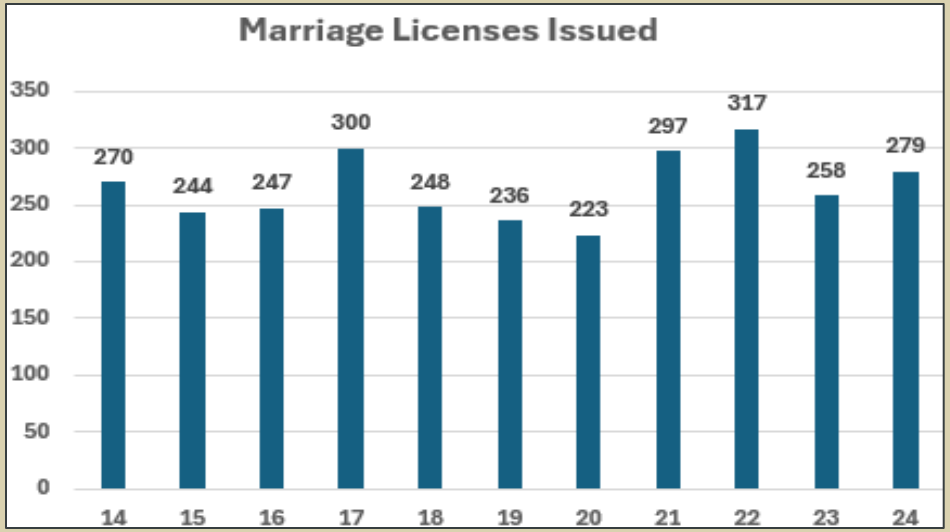
Fiscal Year 23/24 Financial Transaction Metrics	
Accounts Payable Checks Issued	43,618
Payroll Checks Issued	12,404
ISD Checks Processed	6,134
School Check Transactions Processed	19,322
Journal Transactions Processed	32,665



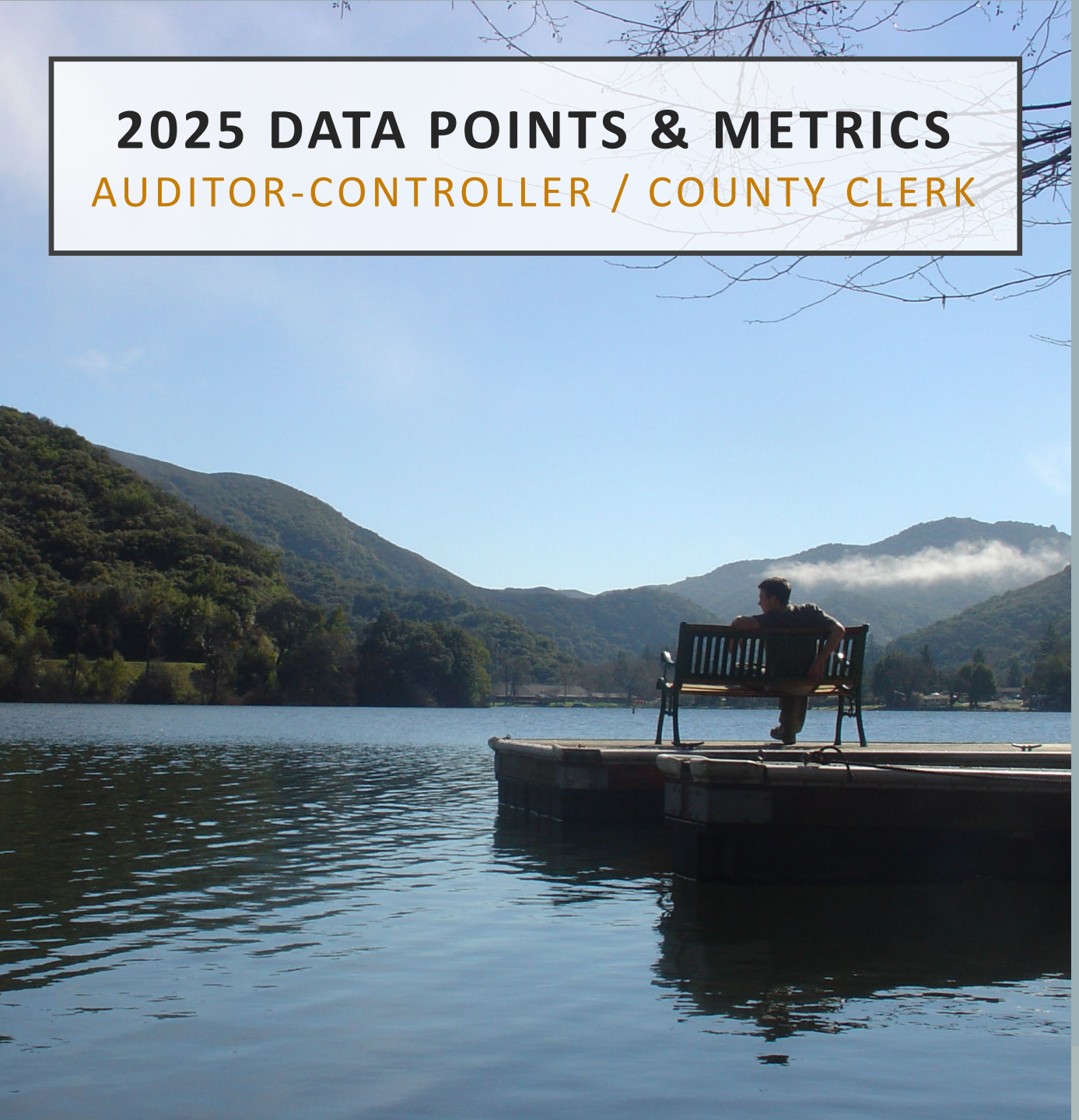
2024 DATA POINTS & METRICS

AUDITOR-CONTROLLER / COUNTY CLERK









2025 DATA POINTS & METRICS

AUDITOR-CONTROLLER / COUNTY CLERK

- Focus on financial transaction measurement for the various agencies supported by the Auditor's Office
  - ❖ Checks, journal transactions, reports, deposits etc.
- Continue to focus on the impact recent efficiencies have on our public facing services, such as:
  - ❖ Marriage Licenses
  - ❖ Fictitious Business Statements



BEHAVIORAL HEALTH SERVICES

ELISE JONES
DIRECTOR

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS

BEHAVIORAL HEALTH SERVICES

- Mobile Crisis Response Team benefit went live January 1st.
- Joined the Drug Medi-Cal Organized Delivery System via State Contract July 1st.
- Medi-Cal site certified all school sites in Lake County; expanded provision of school-based mental health services.
- Continued implementation of the Early Psychosis Plus Intervention program grant.
- Dramatically expanded community outreach and engagement through Mobile Crisis Program grant award.
- Nine (9) staff are now Peer Support Certified.
- We are continuing our work on workforce development; increased trainings, built out career pathway.
- Completed Opioid Settlement Funds expenditure plan and released Request for Proposals for services.
- Two BHCIP applications submitted to DHCS.





2025 POINTS OF EMPHASIS

BEHAVIORAL HEALTH SERVICES

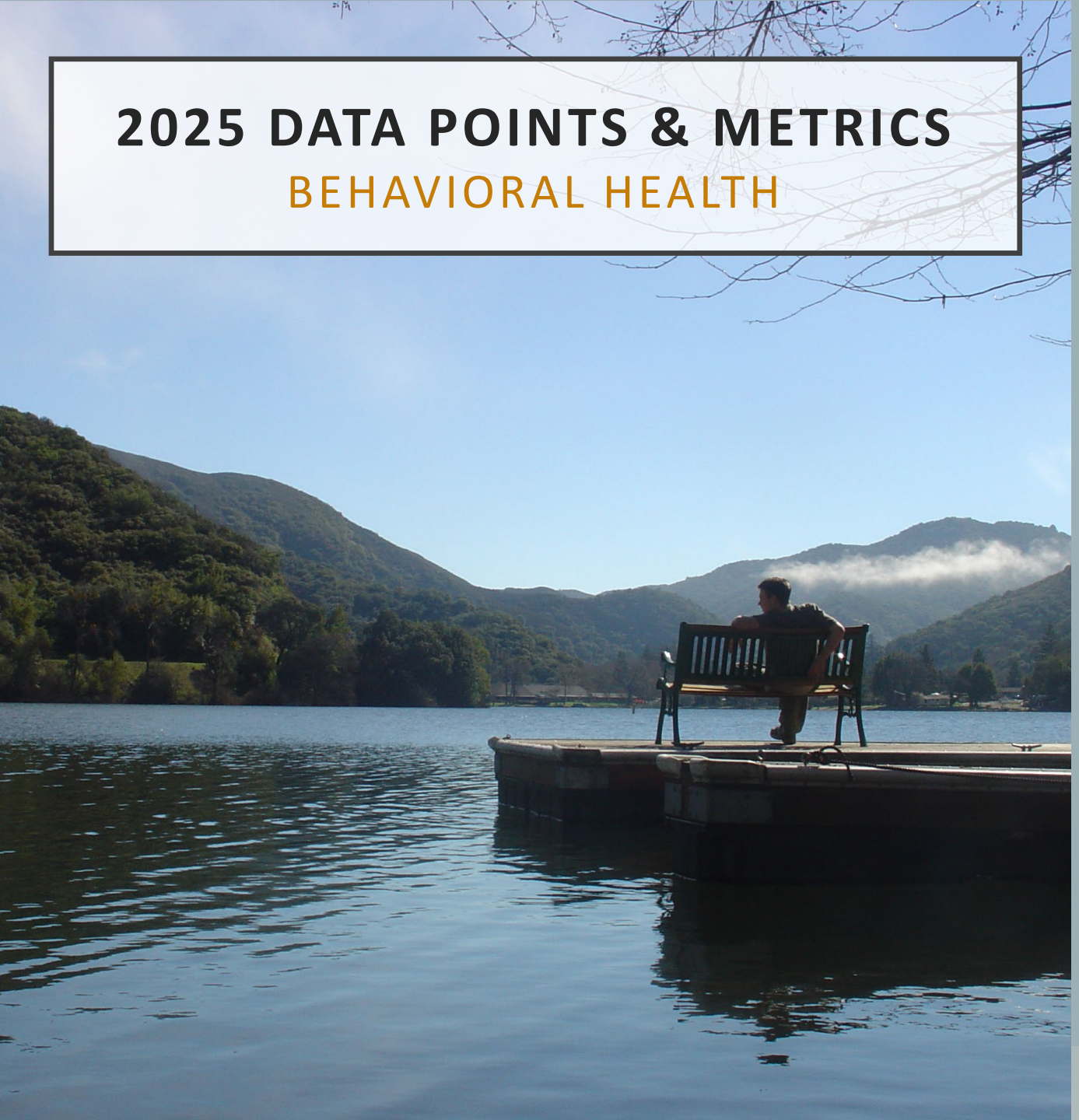
- Final phases of CalAIM for Behavioral Health: the integrated SMHS/DMC-ODS contract
  - Aligns most standards to SMHS, with the exception of confidentiality
  - Pilot County
  - Complete MOU with MCP for transitional rent benefit; Enhanced Care Management; Community Health Workers
- Continue to build out in-house MAT/NTP Services
- Continue prep to join BH-Connect waiver
- Continue to stabilize Medi-Cal billing

2024 DATA POINTS & METRICS

BEHAVIORAL HEALTH SERVICES

Mental Health Services FY23/24	
Unduplicated clients	2,332
Clients 0-20 years of age	649/27.8%
Clients 20+ years of age	1,683/72.2%
SUDS Services FY 23/24	
Unduplicated clients	498
Clients 0-20 years of age	16/3.2%
Clients 20+ years of age	482/96.8%
Mental Health Services FY 24/25 *(to date)*	
Unduplicated clients	1,929
Clients 0-20 years of age	588/30.5%
Clients 20+ years of age	1,341/69.5%
SUDS Services FY 24/25 *(to date)*	
Unduplicated Clients	399
Clients 20+ years of age	399/100%





2025 DATA POINTS & METRICS

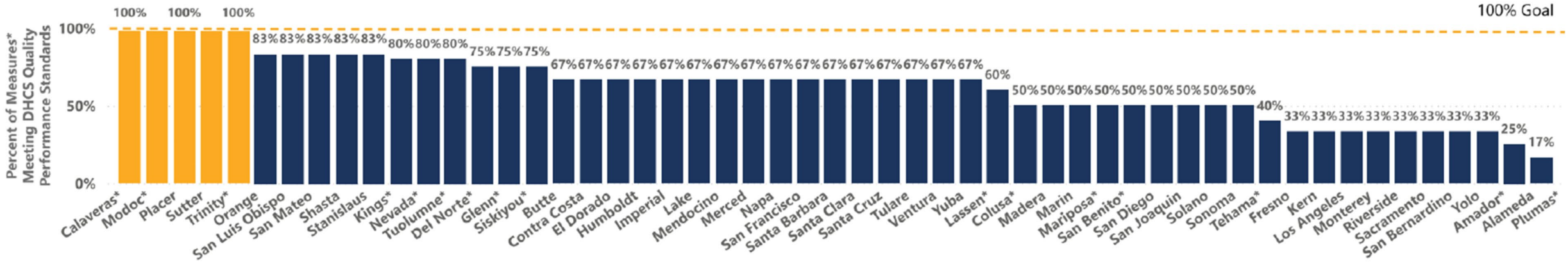
BEHAVIORAL HEALTH

- We must continue to align with state requirements that were initiated with the Behavioral Health Quality Improvement Program in 2021.
- You can view a variety of data, all of which is required to report and track by the State of California, here: Behavioral Health Reporting.
- Standardized outcome measure for SMHS and DMC/DMC-ODS plans are being finalized by the state. These will include:
  - Antidepressant Medication Management, Acute
  - Antidepressant Medication Management, Chronic
  - Follow-up after hospitalization for Mental Illness
  - Follow-up after ED visit for Mental Illness
  - Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics
  - Adherence to antipsychotic medications for individuals with Schizophrenia

2025 DATA POINTS & METRICS

BEHAVIORAL HEALTH

MHPs Meeting the DHCS Quality Performance Standards for 6 Select MHP Measures* in Measurement Year 2023



Note: The graph illustrates the counties with the percentage of Mental Health Plans' (MHP) behavioral measures (total of six) that met or exceeded the DHCS quality performance standards.* If any of the 6 measures are omitted due to very low numbers, the measure(s) are not included in the MHP county's overall performance calculation. For Alpine, Inyo, and Mono counties, 5 or more MHP measures were omitted due to very low numbers, so these county performances are not included in the highlights below. Groups with denominators less than 30 are omitted because such small rates are unreliable and may be subject to reidentification. MY23 rates may have been impacted by data reporting issues related to Behavioral Health Payment Reform. These results have been calculated by DHCS and have not been validated by the External Quality Review Organization (EQRO). EQRO-validated rates will be published by DHCS in the annual EQRO Technical Reports by April 30, 2025.

Calaveras, Modoc, Placer, Sutter, and Trinity

Highest performing counties in meeting DHCS quality performance standards for all MHP behavioral measures that did not require suppression.

42 of 57 MHP Counties

Were able to meet or exceed the DHCS quality performance standards on at least 50% of MHP measures.

35 of 57 MHP Counties

Were able to meet or exceed the DHCS quality performance standards on FUM-30 Days.



CHILD SUPPORT SERVICES

TAMMIE WIDENER

DIRECTOR

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS
CHILD SUPPORT SERVICES

- Acknowledgment by the State Director of Child Support Services in July 2024 for increasing the number of families and children we serve and decreasing the average number of days from case opening with an existing order to first payment to families.
- Implemented new legislation to provide relief to incarcerated parents and changes to the statewide child support guideline calculator.
- California is successfully passing through child support payments to former recipients of California Work Opportunity and Responsibility to Kids (CalWORKs).
- Staff Development and Succession Planning and Training.





2025 POINTS OF EMPHASIS

CHILD SUPPORT SERVICES

- Increase Number of Open Cases and Collections on Current Support.
- Transition to State DCSS Managing our Connection to the State Child Support System and Replace all Workstations with New Technology and Software Programs.
- Continue to work on Staff Development and Succession Planning and Training by utilizing Multiple Free Online Training Platforms, and Training Materials provided by the State Department of Child Support Services.
- Continue to implement other Social Media Accounts and Links to Promote our Services to the Community.

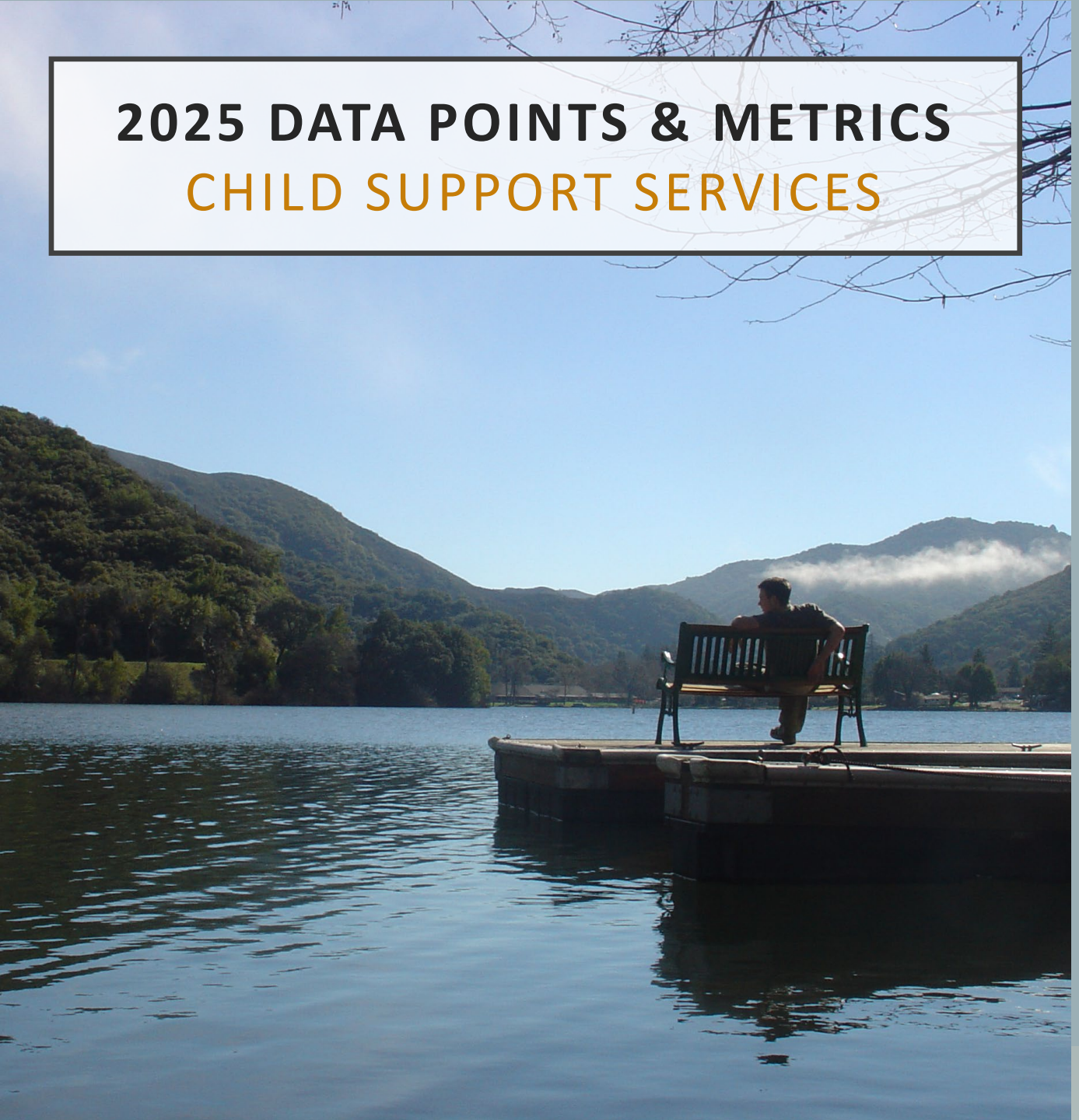
2024 DATA POINTS & METRICS

CHILD SUPPORT SERVICES

Total Number of Cases Processed	**2,645**
Total Number of Unduplicated Participants	**8,468**
Total Number of Children Requiring Establishment of Parentage	**122**
Total Number of Children Being Actively Served *(Aided and Non-Aided)*	**2,678**
Total Child Support Payment Disbursements *(Current Support and Arrears)*	**$4,863,634**
Total Number of Public Outreach Events	**9**

Mental Health Matters
National Night Out
Health & Wellness Expo
Child Support Awareness
Health Start Presentation
Veterans Standdown
Resilient Reentry
Scotts Valley Big Time
Monthly PACT





2025 DATA POINTS & METRICS

CHILD SUPPORT SERVICES

- Total Number of Cases Processed.
- Total Number of Unduplicated Participants.
- Total Number of Children Requiring Establishment of Parentage.
- Total Number of Children Being Actively Served (Aided and Non-Aided).
- Total Child Support Payment Disbursements (Current Support and Arrears).
- Total Number of Public Outreach Events.



COMMUNITY DEVELOPMENT

MIREYA G. TURNER

DIRECTOR

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS
COMMUNITY DEVELOPMENT

- Hired Chief Building Official (CBO) to replace existing CBO, with no vacant days.
- Certified Access Specialist achieved for Plans Examiner.
- 4 pilots licenses awarded in preparation for drone usage.
- Awarded 3-year CalRecycle grant for illegal dumping abatement.
- Awarded CSAC Innovation Award for Road Map Task Force activities.
- Completed Year 1 of Lake County 2050 General Plan update.





2025 POINTS OF EMPHASIS

COMMUNITY DEVELOPMENT

- Implement E-Permitting system, including credit card payments.
- Continue to encourage professional development for all staff.
- Community engagement for “Lake County 2050” General Plan update and Climate Action Plan.
- Increase options in Code Enforcement for resolution of chronic violations.
- New reports from electronic permitting system.
- Launch new electronic permitting system with public portal.
- Send all Commissioners to Planning Commissioner Academy.
- Implement Drone Program – Code Enforcement/Cannabis.
- Finalize Body Camera policy and implement.
- Complete Cannabis Regulation update.
- Lake County2050 Year 2
  - ❖ Complete public review of draft documents.
  - ❖ Complete environmental analysis.

2024 DATA POINTS & METRICS

COMMUNITY DEVELOPMENT

Building Division	
Permits Issued	*1,810*
Permits Finaled	*296*
Inspections Completed	*5,230*
Code Enforcement Division	
Cases Opened	*1,695*
Cases Closed	*583*
Citations Issued	*6*
Amount due from Citations	*$21,750*
Planning Division	
Applications Received	*470*
Projects Considered by Planning Commission	*30*
Number of Approved Cannabis Permits	**21**

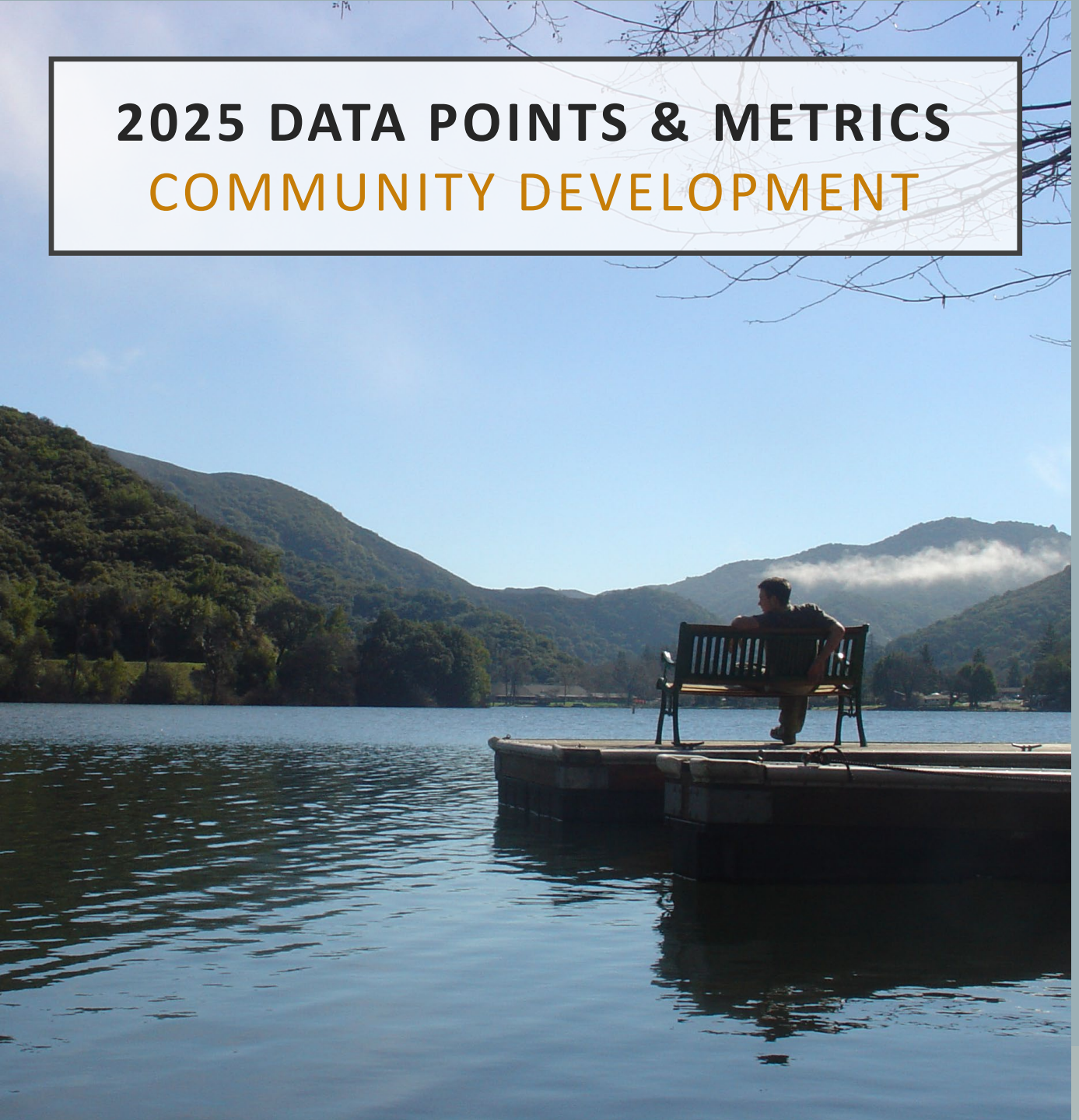


2024 DATA POINTS & METRICS

COMMUNITY DEVELOPMENT

Amount of Grant Awarded for Illegal Dumping	**$290,250**
Lake County 2050 Public Outreach / Meetings	
General Planning Committee Advisory	*3*
Stakeholder meetings (Spanish Speakers / Agriculture)	*2*
Lake Area Planning Advisory Committees	*41*
Planning Staff Training Hours	**300**
Staff Presences at Other Meetings/Events	
Big Valley Advisory Committee, East Region Town Hall, Western Region Town Hall, Central Region Town Hall, Middletown Advisory Town Hall, Clearlake Keys POA, NSBA, Lakeport and Kelseyville Rotary, LLCAA, Judges' Breakfast, KPFZ, Lake County Fair	

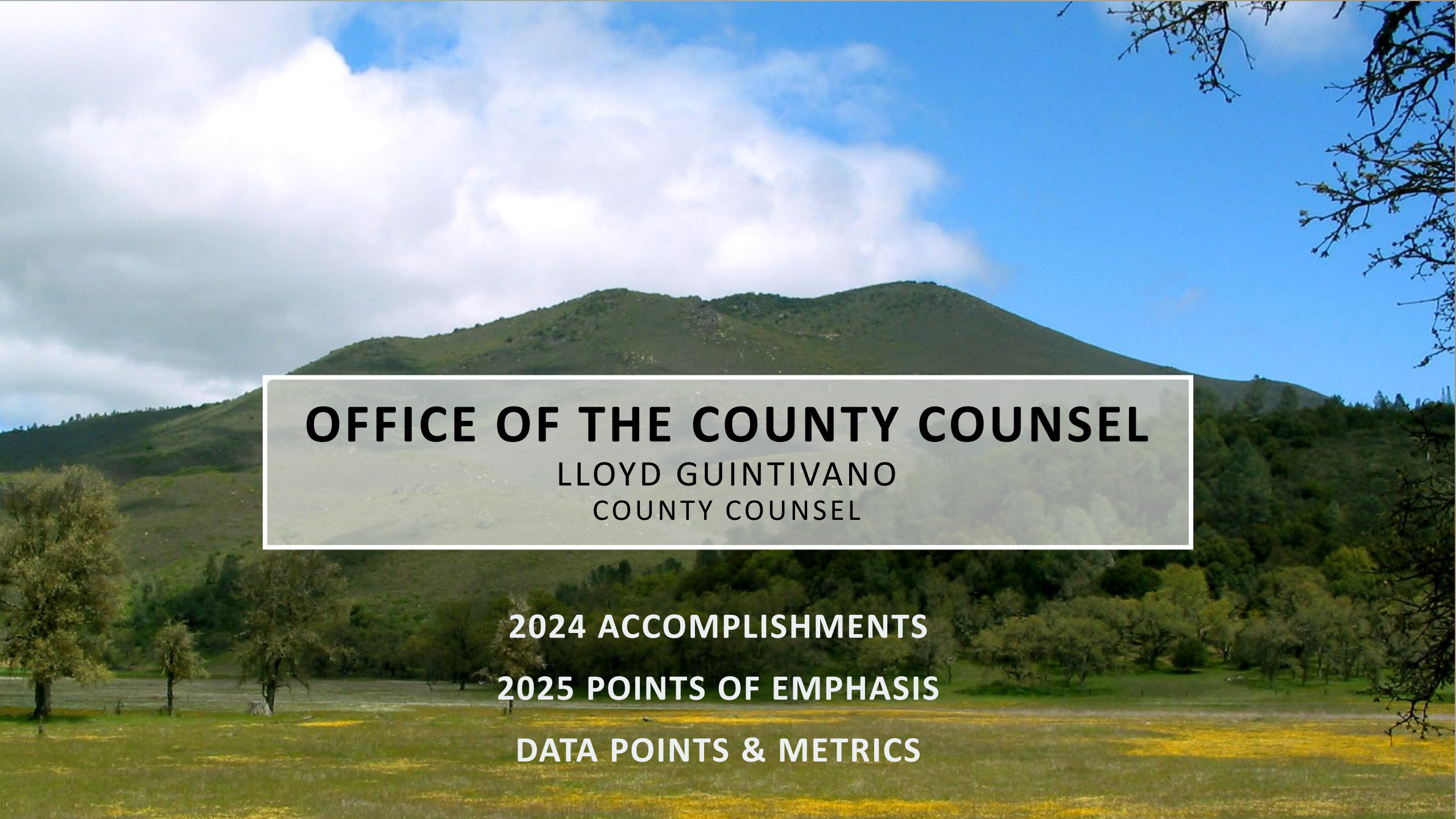




2025 DATA POINTS & METRICS

COMMUNITY DEVELOPMENT

- Dwelling Permits
  - Issued
  - Finaled
- Planning Staff training hours
- Number of Cannabis Permits Approved
- Total Amount of Grants Awarded
- Public Outreach
- New Reports from Electronic Permitting System



OFFICE OF THE COUNTY COUNSEL

LLOYD GUINTIVANO
COUNTY COUNSEL

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS
COUNTY COUNSEL

While unable to provide identifying details on most of the work and projects handled, below are general accomplishments:

- Review of Approximately 811 Documents for County Departments (Contracts, Resolutions, Memoranda, and Ordinance Drafts).
- Handled Approximately 74 Ongoing Juvenile
- Dependency Cases.
- Handled 129 Probate and Conservatorship Cases.

Public Record Requests

- For year 2024, our office spent approximately 201 hours reviewing, researching, responding to, and coordinating approximately 237 Public Records Requests.
- Across all departments, approximately there were at least 248 records requests received in 2024.





2025 POINTS OF EMPHASIS

COUNTY COUNSEL

- Continue providing legal representation and assistance to the County Board of Supervisors and County Departments.
- Prioritize retaining deputies and staff to promote efficient workflow in our Office.



DISTRICT ATTORNEY'S OFFICE

SUSAN KRONES

DISTRICT ATTORNEY

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS

DISTRICT ATTORNEY'S OFFICE / VICTIM WITNESS

- Successfully prosecuted several high-profile cases, including sexual assault and financial fraud cases.
- Implemented new charging procedures to comply with Racial Blind Charging law.
- Provided Victim Witness services to over 1,800 victims and family members.
- Conducted 37 interviews of children at our interview center Hope House.





2025 POINTS OF EMPHASIS

DISTRICT ATTORNEY'S OFFICE / VICTIM WITNESS

- Implement new laws under Proposition 36 with an emphasis on drug treatment and reduction of retail theft.
- Increase recruitment efforts to prepare for upcoming retirements of key personnel.
- Transition to an updated case management system that will improve efficiency.

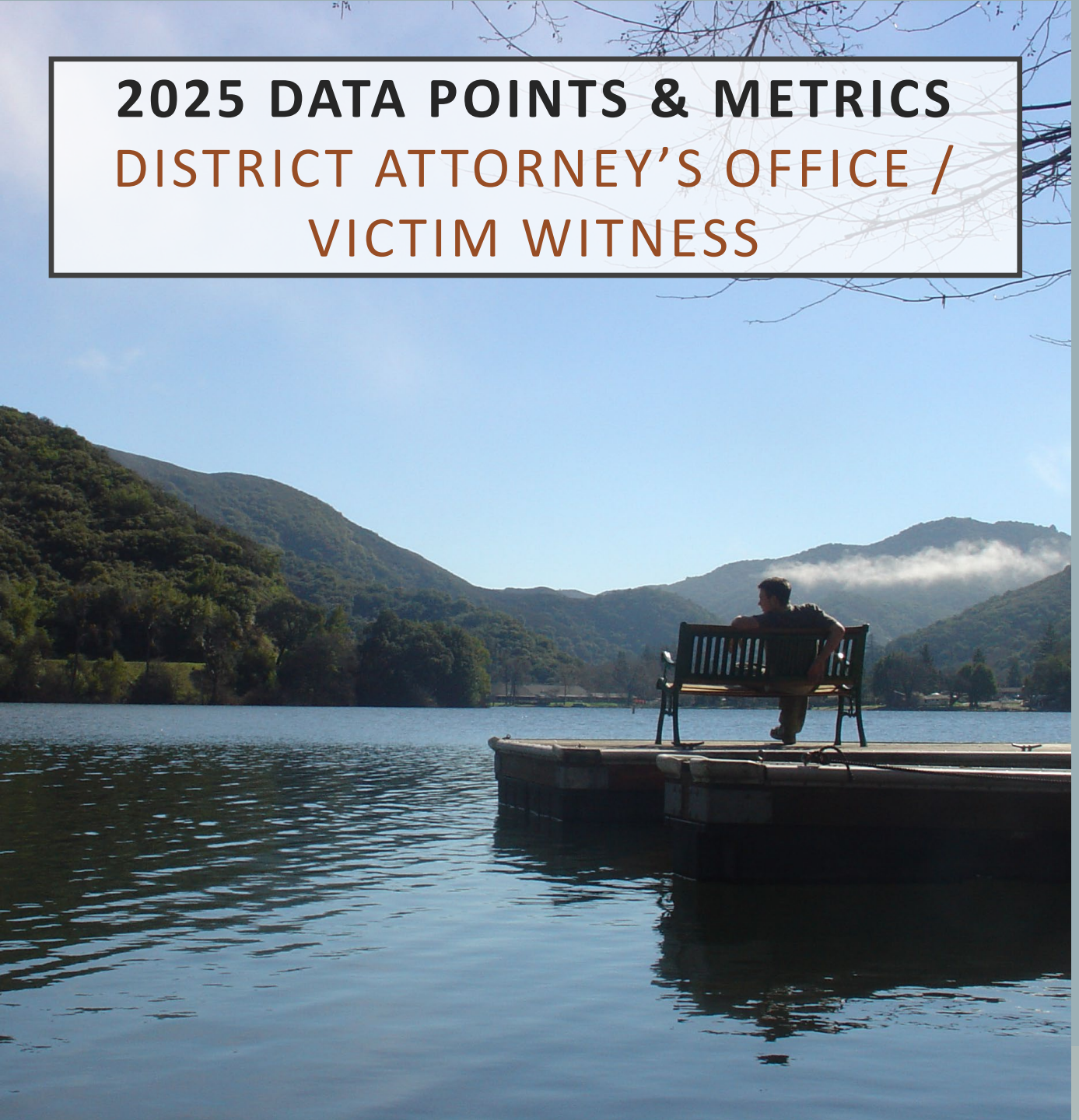
2024 DATA POINTS & METRICS*

DISTRICT ATTORNEY'S OFFICE

Felonies Filed	913
Misdemeanors Filed	2,028
Cases Received	4,376
Cases Filed	3,020

**2024 stats are not available; above lists 2023 stats.*





2025 DATA POINTS & METRICS

DISTRICT ATTORNEY'S OFFICE / VICTIM WITNESS

- Number of cases referred
- Number of cases filed
- Number of cases rejected
- Number of trials
- Number of public served by victim witness
- Number of forensic interviews conducted
- Number of public outreach efforts through media and events



HEALTH SERVICES

ANTHONY ARTON

DIRECTOR

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS

HEALTH SERVICES

PUBLIC HEALTH, ENVIRONMENTAL & ADMINISTRATION

- Vacancy rate improvement 33% to 21%
- Completed staff development agency wide trainings on: Health Equity, Safety/Emergency Management, and Regulatory Compliance.
- Reassigned and re-organized organization.
- Renewed and strengthened partnerships in community, especially with First Responder Community.
- Started community newsletter, radio program and enhanced social media outreach.





2024 ACCOMPLISHMENTS

HEALTH SERVICES

PUBLIC HEALTH, ENVIRONMENTAL & ADMINISTRATION

- SafeRX - newspaper and vending machines for Narcan distribution.
- Home Visiting launched and is at a caseload of 12.
- Strategic Plan and Communications Plan.
- Arrival of Wellness on Wheels (WOW) truck.
- Tobacco control and smoke free policies for County, and Cities of Lakeport and Clearlake.
- LEAP (Leaders in Eating and Activity Practices) Award for Cal-Fresh at Lakeport Elementary and Cobb Mountain Elementary

2024 ACCOMPLISHMENTS

HEALTH SERVICES

VETERAN'S SERVICES

- Out of the 95 upgrade submissions, 78 have been returned with a positive outcomes .
- Total Contacts to Date for 2024 is 21,943
  - Physical Clients: 4,698
  - Phone Calls: 9,745
  - Emails: 7,500
- Approximately 3,500 unduplicated clients (Veterans, Children and Spouses).

FIRST FIVE

- Launched a new Strategic Plan for 2024-2029.
- Played a critical role in the Home Visiting Collaborative by enhancing collaboration among local agencies and aligning efforts with initiatives like CalAIM to enhance coordinated system of care.
- Provided Title IV-E trainings.
- Provided funding and supports for Mother-Wise's Car Seat Safety Initiative.





2025 POINTS OF EMPHASIS

HEALTH SERVICES

- Continue to recruit and fill vacancies.
- Better fiscal and data management/collection.
- Continue to develop/train staff and improve culture.
- Start Medical Mobile Truck, the WOW Truck (Wellness on Wheels) in Spring.
- Continue to expand services and start billing.
- Continue to revise/update Policy and Procedures.
- Implement Tobacco Retail Licensing successfully.
- Implementing new Environmental Health software.
- Provide an Annual Report.

2024 DATA POINTS & METRICS

HEALTH SERVICES

ENVIRONMENTAL HEALTH

Number of New Wells Permitted	**35** *(13 pending)*
Number of Active Food Permits	**307**
Total Inspections across All Programs	**1,043**
% of Food Inspections that Resulted in Closures *(6 violations that resulted in a facility closing: 3 for no hot water, 2 for pest infestation, and 1 for sewage back up)*	**1.9%**
Total Amount Due from Citations *(Received from court ordered fines and penalties in cases in which Lake County was partner to prosecution)*	**$13,000**
Total Complaints Received	**134**



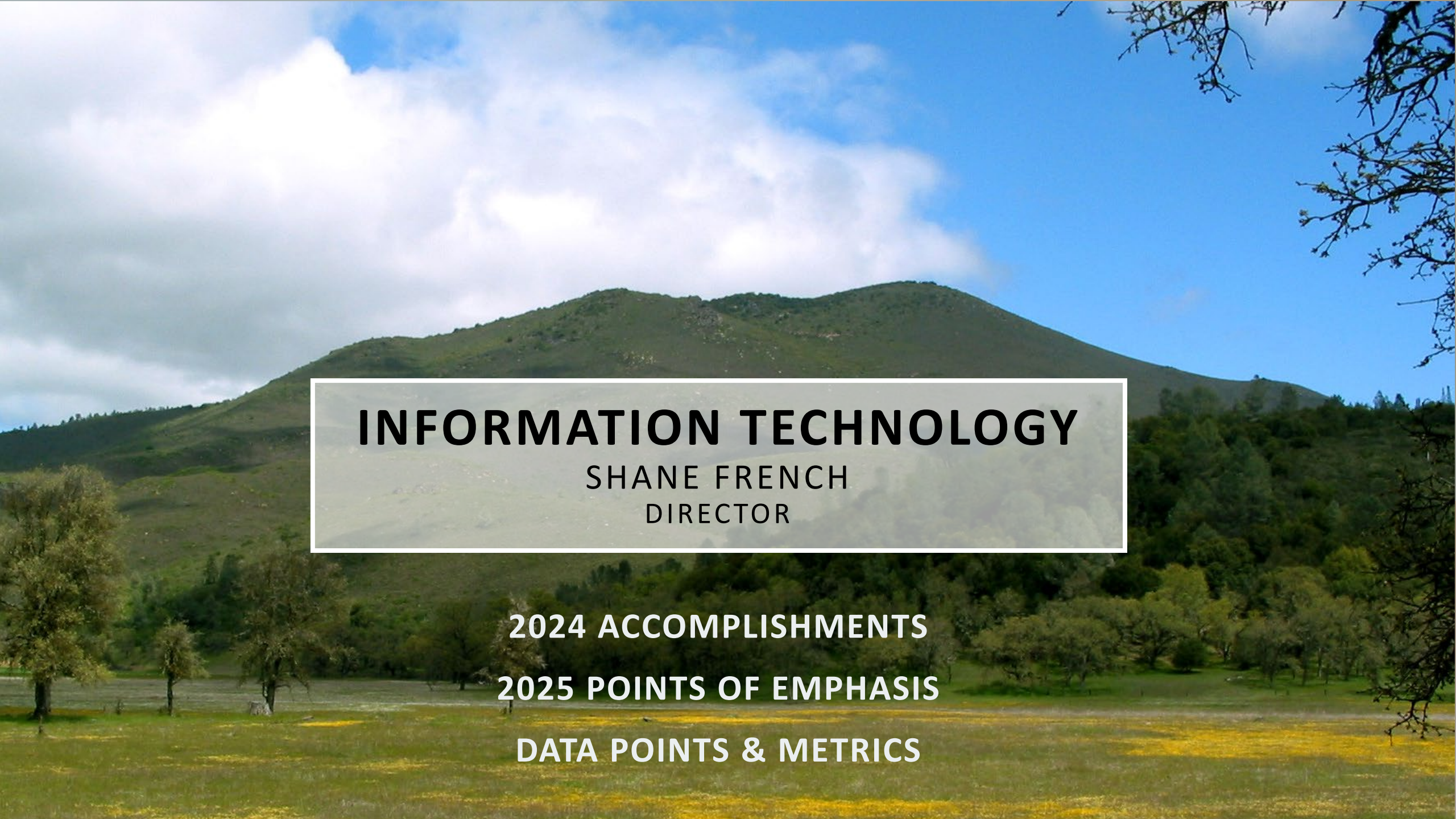
2024 DATA POINTS & METRICS

HEALTH SERVICES

CLINIC DATA

Immunizations *(total doses)*	**825**
Unique Clients	**520**
West Nile Virus Reported in Humans	**0**
HIV New Cases Reported	**6**
Tuberculosis New Cases Reported	**1**





INFORMATION TECHNOLOGY

SHANE FRENCH

DIRECTOR

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS
INFORMATION TECHNOLOGY

- Completion of Managed Detection and Response Initiative.
- Replaced Datacenter Infrastructure.
- Conducted Cybersecurity Tabletop Exercise with CISA
- Added Datacenter Storage Capacity
- Updated edge network infrastructure.





2025 POINTS OF EMPHASIS

INFORMATION TECHNOLOGY

- Complete migration of all user accounts to Microsoft Exchange Online.
- Finalize onboarding of all users to Microsoft Teams.
- Roll out Multifactor Authentication (MFA) and associated policy to all users.
- Improve efficiency of systems deployment.

2024 DATA POINTS & METRICS

INFORMATION TECHNOLOGY

IT Budget	**$2,196,841**
Total Endpoints Countywide *(PCs and laptops, including DSS)* *Total Endpoints managed by central IT*	**1,241** *988*
Total VOIP Phones Managed	**1,164**
Total End Users (including DSS) *Total End Users managed by central IT*	**1,035** *811*
Total Costs *Per-Endpoint (function of IT budget)* *Per-User (function of IT budget)* *Per-User Productivity Services/Software*	 *$1,770* *$2,123* *$242*
Total County Facilities Connected to County Network	**61**



2024 DATA POINTS & METRICS

INFORMATION TECHNOLOGY

Total Service Requests Completed/Closed	3,426
Total Terabytes of Data Managed	38.38
Analyst-to-User Ratio for County IT-Managed Users	176:1
Analyst-to-Endpoint Ratio for County IT-Managed Devices	215:1
Security Specific Spending per Employee	$166/year
Average Number of Employees Working from Home per Day	160
Overall Number of Employees that Work from Home/Remote	474





LIBRARY

CHRISTOPER VEACH
COUNTY LIBRARIAN

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS

LIBRARY

- Celebrated the 50th Anniversary of the County Library system.
- Launched the Lake County Bookmobile, which was featured in a video by the California State Library.
- Launched the new eBook and audiobook app The Palace Project, allowing Lake County residents to access the State Library eBooks for All collection.
- Increased educational opportunities for children at library branches with events like Wild Things wildlife presentations and Science, Technology, Engineering, and Math stations at all branches with funding from the Friends of the Lake County Library
- Celebrated the addition of Spanish and Bilingual materials to the library collection with special events.





2024 ACCOMPLISHMENTS

LIBRARY

- Hosted a successful community-wide reading event, the National Endowment for the Arts Big Read in Lake County featuring The Bear by Andrew Krivak.
- Partnered with the Lake County Jail for a new on-site literacy program with one-on-one tutoring and started providing monthly literacy services at the Xamitin Haven Shelter.
- Made multiple facility improvements including:
  - Safety Improvements
  - New Carpeting at the Redbud Library
  - Refreshed restroom facilities at the Lakeport Library
  - An ADA entrance, new primary service desk, and reorganization of the back-office area at the Middletown Library



2025 POINTS OF EMPHASIS

LIBRARY

- Continue to improve the library collection, both digital and physical.
- Provide free summer meals and literacy programming at the Redbud Library with a State Library “Lunch at the Library” grant.
- Continue to work on increasing access to the library by launching a new, modern library catalog and digital library app.
- Continue to promote the library by participating in community events.
- Continue to improve library facilities in coordination with the Administration and Public Services Departments.
- Continue to provide excellent library services to the public.

2024 DATA POINTS & METRICS

LIBRARY

Total Number of Materials Checked Out	**237,086**
Physical Materials	*158,865*
Digital Materials	*78,261*
New Physical Library Materials Added to System	**7,733**
Connecting Residents - Public Computer Sessions	**19,176**
Wi-Fi Hotspots / Chromebook Devices Checked Out	**1,091**
Public Programs	
Adults	*353*
Children	*526*
Total Attendance	*8,098*
Total Outreach Performed *(community events, class visits, and guest speaker opportunities)*	**25**



2024 DATA POINTS & METRICS

LIBRARY

Total Outreach Performed *Community events, class visits and guest speaker opportunities*	**25**
New Library Cards	**2,052**
Total Library Members	**30,202**
Lake County Bookmobile	
Visitors	*1,868*
Materials Checked Out	*2,322*
County Stops	*117*

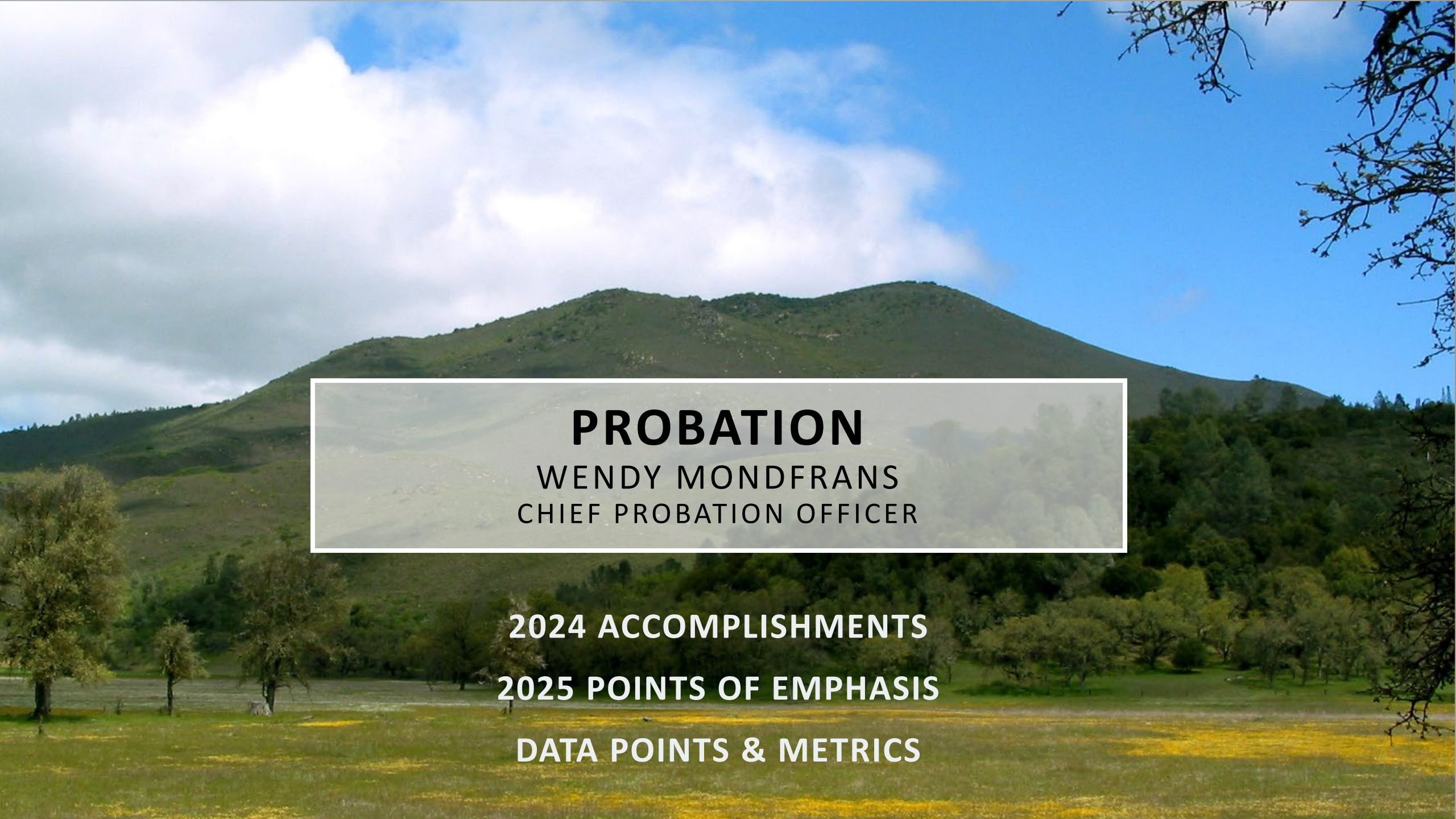




2025 DATA POINTS & METRICS

LIBRARY

- Total number of checkouts of library material (print and digital).
- Total number of new books added
- Total number of sessions on the public computers.
- Total number of checkouts of internet connected devices (hotspots).
- Total number of public programs offered for adults.
- Total number of public programs offered for children.
- Total combined attendance at all public programs.
- Total number of public outreach efforts.
- Total number of active library cards
- Total number of new library cards
- Statistics for the Bookmobile
- *New:* Estimated Visitors to Library Locations



PROBATION

WENDY MONDFRANS

CHIEF PROBATION OFFICER

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS
PROBATION

- Promoted 10 employees and hired 7 new employees
  - 4 other employees hired in the beginning of 2025
- Presented the Third Annual Resilient Reentry with our partner, Woodland Community College
- Hosted 6 Tattoo Removal events where 191 procedures were performed
- Began implementation of the Child Abuse Prevention Plan with all our partners at the Children's Council





2024 ACCOMPLISHMENTS

PROBATION

- Hosted 2 Community Meetings
- Updated Pre-Trial processes to include Pre-Arraignment Reports
- Introduced the Mobile Services Unit and began seeing individuals where they are
- Approved as a CalAim Enhanced Care Manager and are beginning implementation



2025 POINTS OF EMPHASIS

PROBATION

- CalAim Implementation
- Proposition 36 Implementation
- Housing
- Training of Staff
- Continue to work on staff wellness
- County Self Assessment and System Improvement Plan for Department of Social Service
- Expansion of Mobile Service Unit and Homeless Outreach/Supervision
- Implementation of AI
- Enhance Victim Services

2024 DATA POINTS & METRICS

PROBATION

Total Population Supervised	**1,013**
Adult Probation	*710*
Juvenile Probation	*88*
PRCS	*162*
Mandatory Supervision	*53*
Total Pre-Trial Supervised	**108**
Total Adult Reports Completed for Court	**1,003**
Total Juvenile Reports Completed for Court	**83**
Total Probation Violations	
Adult	*90*
Juvenile	*6*
Total Adults Referred to Programs	**467**
Total of Successful Completion	*196*
Total Public Outreach Efforts	**43**





PUBLIC DEFENDER

RAY BUENAVENTURA

CHIEF PUBLIC DEFENDER

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS

PUBLIC DEFENDER

- Hired 8 Deputy Public Defenders, 2 Investigators, 2 Admin staff.
- Hired diverse staff.
- Successfully defended Public Defender clients, including jury acquittals and dismissals.
- Established new office at 55 First Street in Lakeport.
- Established Case Management System.
- Expungements procedure fully operational.
- Successful implementation of Early Representation Model.
- Use of volunteer community workers.
- Developed relationships with Justice Partners.
- Obtain grants for resentencing cases.
- Immigration assistance partner (ILRC).
- Trial training programs.

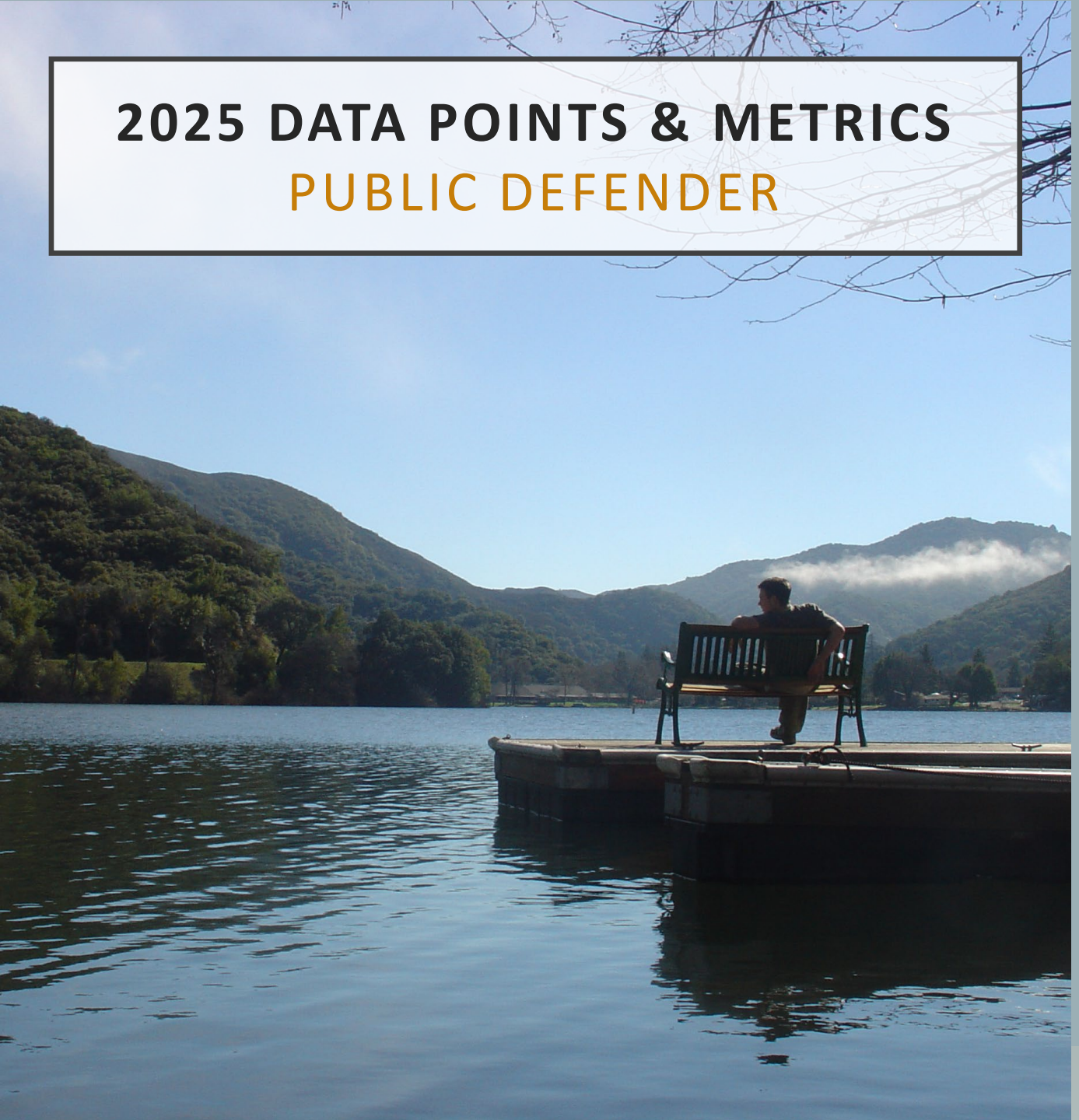




2025 POINTS OF EMPHASIS

PUBLIC DEFENDER

- Juvenile representation.
- Conservatorship representation.
- Care Court staffing.
- Racial Justice Act litigation.
- Certified Law Clerk program.
- Restorative Justice.
- Propose more diversionary programs.
- Social workers.
- Internship opportunities – pipeline.
- Expungement town halls.
- Website development.
- Newsletters.



2025 DATA POINTS & METRICS

PUBLIC DEFENDER

- Total number of staff.
- Total number of clients served.
- Total jury trials, acquittals, cases dismissed.
- Total number of expungements granted.
- Total number of clients released due to Early Representation Model.
- Website traffic and social media presence.
- Community outreach efforts.
- Complaint system.
- Attorney & investigator trainings.
- Joint Justice Partners events.



PUBLIC SERVICES

LARS EWING

DIRECTOR

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS

PUBLIC SERVICES

- Infrastructure management of ~100 County-owned buildings, parks, and landfill. Highlighted projects:
  - Sheriff Administration Facility (Armory)
  - Lucerne Harbor dredging
  - Future Cobb community park property acquisition
  - Eastlake Landfill expansion Phase 1 cell construction
  - Courthouse Museum Pomo gallery
- Parks, Recreation, and Trails Master Plan
- Kids summer day camp
- Curation of three County museums





2025 POINTS OF EMPHASIS

PUBLIC SERVICES

SOLID WASTE / RECYCLING

- Landfill expansion
- Long-term disposal planning
- Beverage container recycling
- Organics collection

MUSEUMS

- Courthouse Pomo gallery and Pomo family sculpture
- Expanded event programming
- Multicultural heritage focus
- Improve digital footprint

2025 POINTS OF EMPHASIS

PUBLIC SERVICES

PARKS / RECREATION / TRAILS

- Recreation programming
- New park development
- Existing park improvements
- Trails advancements

FACILITIES

- Capital project delivery – highlights:
  - Sheriff Administration Center (aka Armory)
  - Kelseyville Senior Center
  - Courthouse improvements
  - Libraries solar
  - Behavioral Health expansion
- Capital Improvement Plan



2024 DATA POINTS & METRICS

PUBLIC SERVICES

Parks / Recreation / Trails	
Park permits / reservations	*159*
Park planning / improvements	*16*
Recreation events	*1*
Facilities	
Facility condition index	*0.39 ("Fair")*
Work orders	*1,146*
Capital improvement & deferred maintenance projects	*25*
Museums	
Physical visits	*6,621*
Digital visits	*~50,000*



2024 DATA POINTS & METRICS

PUBLIC SERVICES

Integrated Waste Management / Landfill

Countywide disposal rate	*5.2 lbs./person/day*
Landfill compaction ratio	*1,343/lbs./cy*

Recycling program quantities:

Mattresses	*5,988*
Tires	*13,211*
Carpet	*35 tons*
Oil	*17,400 gallons*
Filters	*9,600 filters*





PUBLIC WORKS

GLEN MARCH

DIRECTOR

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS

PUBLIC WORKS

- Filled 14 Vacant Positions
- Modified Organization and Positions to Improve Recruitment
- Completed 4 Construction Projects
- Progressed Additional 3 Construction Projects
- Progressed 11 Design Projects and 2 Studies
- Began Working with the Community Development Department and Fire Protection Districts on Fuel Reduction Strategies (Updating Ordinances and Other Strategies)





2025 POINTS OF EMPHASIS

PUBLIC WORKS

- Hire Assistant Public Works Director
- Hire 3 Project Managers in Engineering & Inspection Division
- Implement Improved Cost Control Measures
- Complete Capital Improvement Plan
- Prepare Annual Road Maintenance Plan
- Complete Property Acquisition for South Main Street / Soda Bay Road Widening and Bikeway Project
- Complete Property Acquisition for Hill Road Landslide Repair Project (Lakeside Heights Area)
- Continue Public Outreach
- Update County Ordinances

2025 POINTS OF EMPHASIS

PUBLIC WORKS

- Apply Chip Seal to 40 miles of County Roads by Lake County Road Division
- Complete Construction of 6 Key Projects
  - Hill Road Landslide Repair
  - 2024 Pavement Rehabilitation Project
  - Kelseyville Sidewalk Project
  - Two (2) Bridge Replacement Projects
  - Dynamic Variable Speed Feedback Signs
- Complete Design of 9 Key Projects
  - South Main Street / Soda Bay Road Widening and Bikeway Project
  - Seven (7) Bridge Replacement / Rehabilitation Projects
  - Lampson Field East Apron Reconstruction Project (Phase 1 and 2)
- Award New Engineering and Construction Management Services Contracts
- Start 18 New Projects

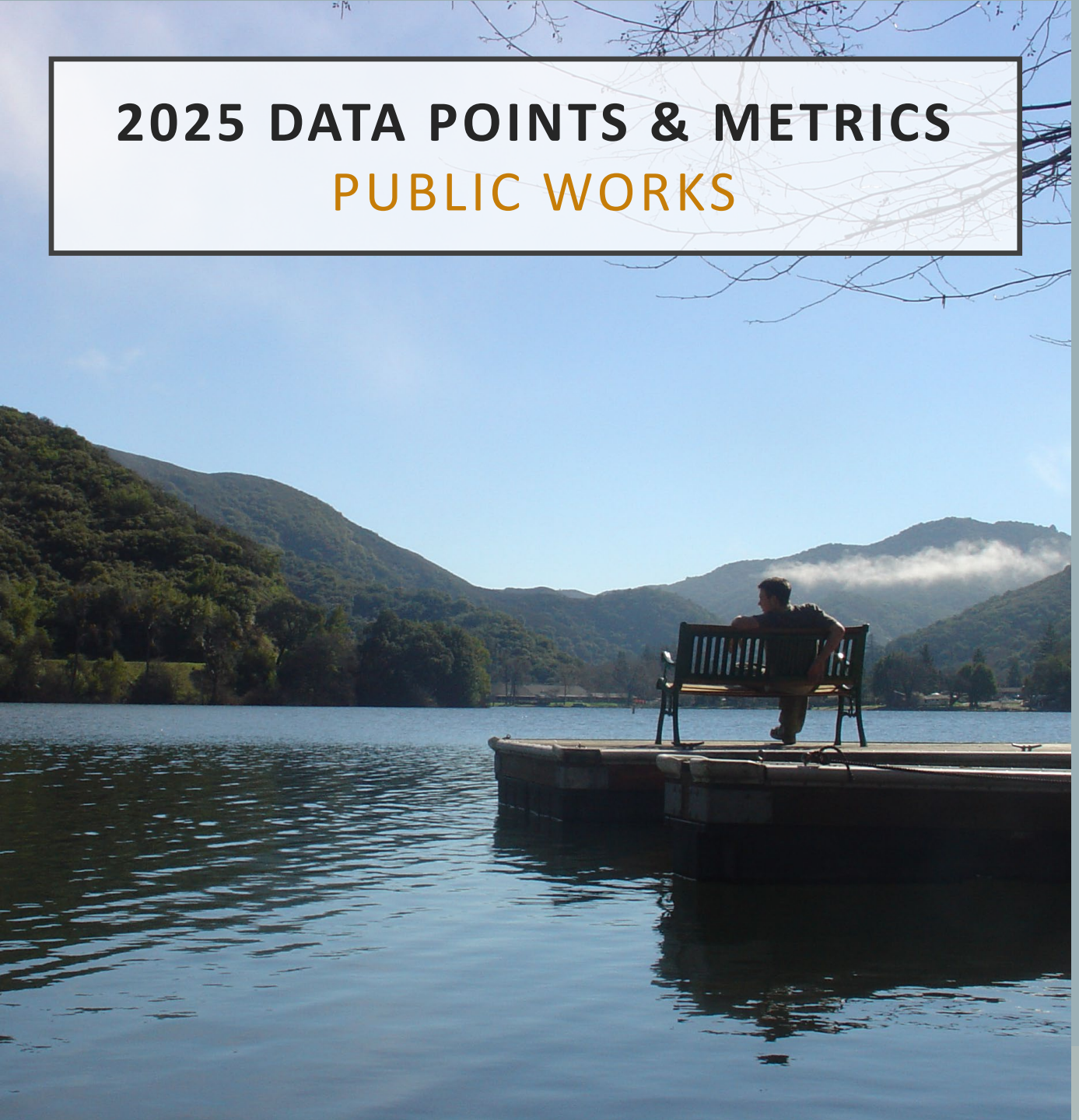


2024 DATA POINTS & METRICS

PUBLIC WORKS

Road-Related Service Requests	
Outstanding Service Requests (January 2024)	*274*
New Service Requests	*1,529*
Services Requests Addressed	*1,032*
Outstanding Services Requests (December 2024)	*771*
Roads	
Paved Roads	*485 miles*
Unpaved Roads Maintained	*130 miles*
Equipment	
Number of Equipment	*111*
Equipment Repairs / Services	*330*
Vehicle Fleet	
Number of Vehicles	*146*
Vehicle Repairs / Services	*387*





2025 DATA POINTS & METRICS

PUBLIC WORKS

- Hiring Assistant Public Works Director
- Hiring 3 Project Managers in the Engineering & Inspection Division
- Staff Retention in the Roads Division
- Service Requests
- Miles of Chip Seal Applied and Unpaved Roads Graded
- Equipment and Vehicles Maintained
- Percentage of Cost Recovery for Third Party Projects (PG&E, Mediacom, etc.)



REGISTRAR OF VOTERS / ELECTIONS

MARIA VALADEZ

REGISTRAR OF VOTERS

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS

REGISTRAR OF VOTERS / ELECTIONS

- Conducted the March 5, 2024, Presidential Primary Election.
- Preparation and Candidate Filing for the November 5, 2024, General Presidential Election.
- Conducted the November 5, 2024, General Election.





2025 POINTS OF EMPHASIS

REGISTRAR OF VOTERS / ELECTIONS

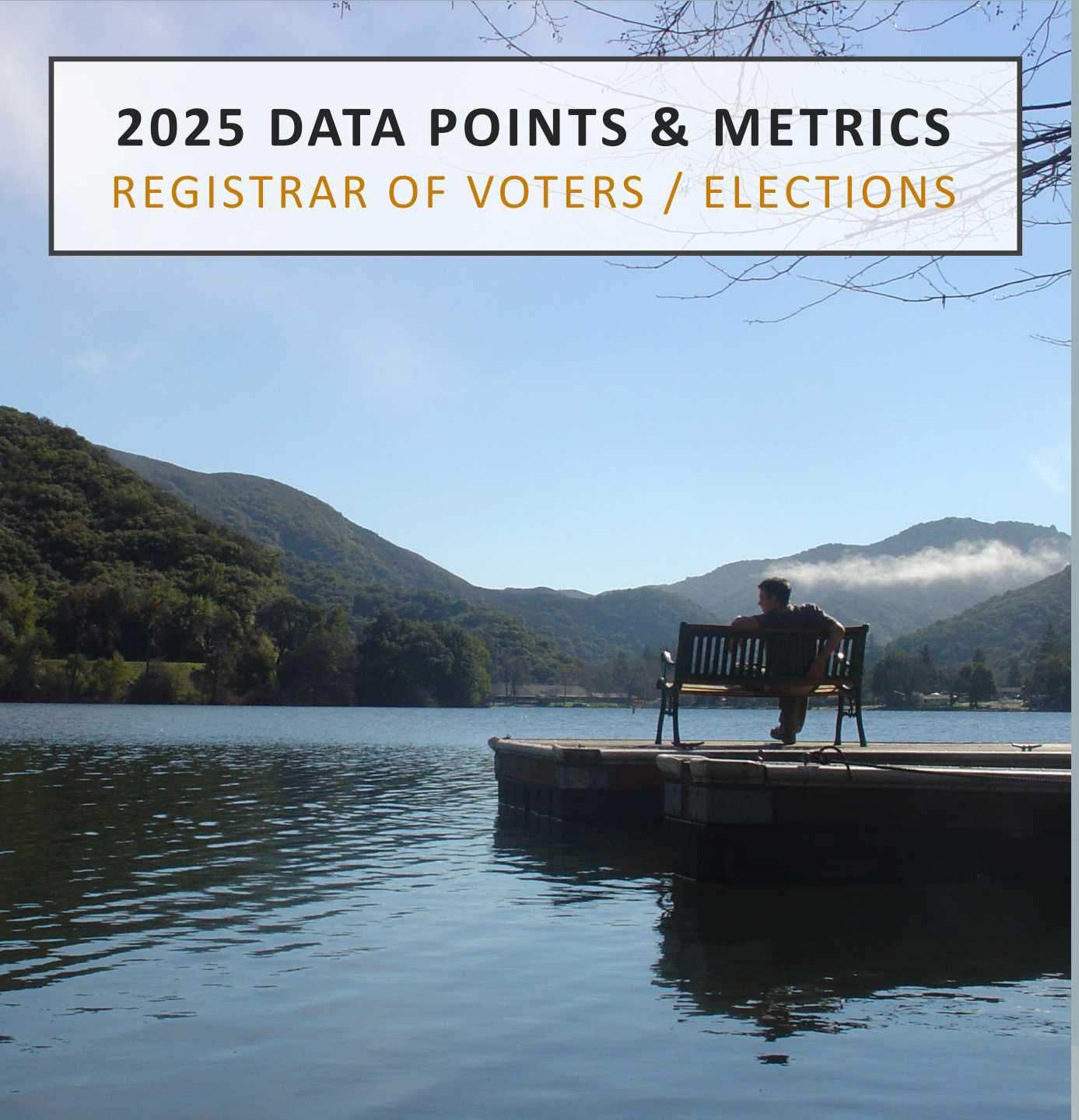
- Prepare Candidate Filing for the November 4, 2025, General District Election
- Preparation and Candidate Filing for the June 2, 2026, Primary Gubernatorial Election
- 14 Legislative Election Bills were chaptered in 2024, some were implemented in 2024, and others will be implemented in 2025.

2024 DATA POINTS & METRICS

REGISTRAR OF VOTERS / ELECTIONS

New Voter Registration Processed	3,540
Registration Records Updated	13,372





2025 DATA POINTS & METRICS

REGISTRAR OF VOTERS / ELECTIONS

- Total number of new registrations processed.
- Total number of registration records updated.
- Total number of public outreach efforts.



SHERIFF'S OFFICE

LUKE BINGHAM

SHERIFF-CORONER

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS
SHERIFF'S OFFICE

- Overall reduction in vacancy rates
  - Dispatch: 3 open positions (2 dispatchers, 1 supervisor)
  - Deputy Sheriff: 7 open positions
  - Deputy Sheriff Correctional: 1 open position
- 34,795 incidents reported
- Completed 3,584 Deputy reports
- 1,829 arrests made
- Completed 350 Coroner cases
- Jail average daily population of 213
  - Average male population of 75.7%
  - Average female population of 24.2%
- 3,748 annual jail bookings





2025 POINTS OF EMPHASIS

SHERIFF'S OFFICE

- Evaluate processes and procedures to ensure highest level of efficiency, both employee and community-focused
- Maintain/boost staffing levels
  - School Resource Officer (SRO)
    - 4 currently unfunded positions
  - Beat Deputy Patrol Shift

2024 DATA POINTS & METRICS

SHERIFF'S OFFICE

COPTR/Road Map Task Force Update	
Cases	*205*
Arrests	*188*
Stolen Vehicles Recovered	*7*
Stolen Travel Trailer Recovered	*1*
Chop Shop Case / Value of Recovered Vehicles	*1 / $31,000*
Guns Seized	*15*
Marijuana Plants Eradicated	*15,358*
Nuisance Cases Investigated (involving law enforcement action)	*58*

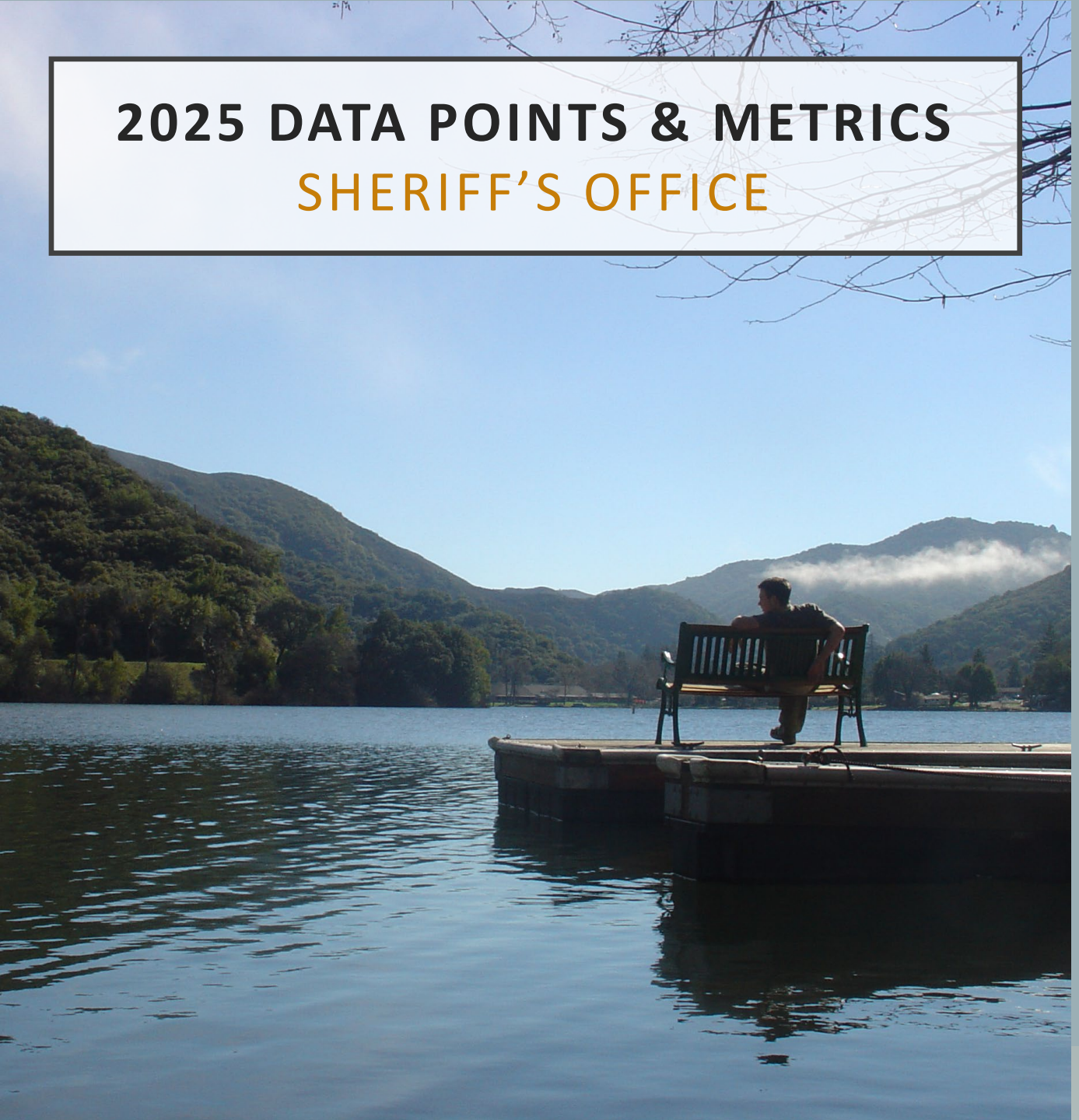


2024 DATA POINTS & METRICS

SHERIFF'S OFFICE

COPTR/Road Map Task Force Update *(continued)*	
Value of Seized Drugs *(prices per Northern California High Intensity Drug Trafficking Areas)*	
Methamphetamine	*$3,400*
Fentanyl	*$4,600*
Cocaine	*$1,600*
Marijuana Bud	*$313,500*
Asset Forfeiture Seized	**$30,000**
Human Trafficking Victims Located / Rescued	**4**





2025 DATA POINTS & METRICS

SHERIFF'S OFFICE

- Total number of incidents, annually and daily
- Total number of completed Deputy reports
- Total number of citations issued
- Total number of arrests made
- Total average daily jail population
- Total number of jail bookings
- Total number of Coroner cases
- Total number of public outreach efforts



SOCIAL SERVICES

RACHAEL DILLMAN PARSONS

DIRECTOR

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS

SOCIAL SERVICES

- Completed CalFresh state audit with an excellent review, being recognized at state level for improvement.
- Achieved < 0.001% overdue Medi-Cal recertifications.
- Consolidated buildings, relocating Employment Services to our main facility.
- Recruited three volunteers for Long Term Care Ombudsman.
- Executed Child Welfare Services County Self-Assessment System Improvement Plan for 2021-2025, including a collaboration with Probation.
- Implemented CARE Court, in coordination with Behavioral Health.
- Achieved Blue Zones Employer status for Social Services.





2025 POINTS OF EMPHASIS

SOCIAL SERVICES

- Meet or exceed program mandates.
- Recruit and retain diverse, compassionate, and dedicated staff.
- Continue to build an agency culture that values diversity, equity, and inclusion.
- Improve our community connection and collaboration.
- Be prepared to respond to Disaster Service Work.
- Expand housing and homelessness programs.
- Incorporate anticipated funding realities into hiring and budget strategy.

2025 POINTS OF EMPHASIS

SOCIAL SERVICES

LEGISLATIVE PRIORITES

- Protect current funding and program operations.

FEDERAL

- Do NOT support efforts to cut Medicaid (Medi-Cal).
- Do NOT support cuts to HUD (Section 8) funding.
- Support reauthorization of the Older American's Act (OAA); do NOT support cuts to AAA funding.

STATE

- Support CalHR reforms for Merit Systems.
- Support direct Disaster funding to Social Services.
- Support IHSS Administrative funding revise.



2024 DATA POINTS & METRICS

SOCIAL SERVICES

Number of Unduplicated Clients *(monthly averages)*	
Child Welfare Services	**88**
Foster Care	*70*
Foster Care Placed in Lake County	*71%*
Adult Protective Services	**76**
In-Home Supportive Services	**2,492**
Provider Payments	*$283,181*
Yearly	*$5,324,888*
Public Administrator	**3**
Public Guardian	**76**
Medi-Cal (Medicaid)	**31,421**
CalFresh (SNAP)	**16,902**
Benefits Paid	*$2,983,001*
Yearly	*$35,796,008*
Left CalFresh	*561*
Left CalFresh due to earnings	*94*



2024 DATA POINTS & METRICS

SOCIAL SERVICES

Number of Unduplicated Clients *(monthly averages)*	
CalWORKs (AFDC)	**22,458**
Cash Paid	*$860,920*
Yearly	*$10,331,041*
Left CalWORKs	*53*
Left CalWORKs due to earnings	*24*
Section 8 Housing Vouchers	
Monthly Rent Paid	*$130,805*
Yearly	*$1,569,659*
Housing Choice Vouchers	*166*
Utilization	*74%*
Veteran's Affairs Supportive Housing	*14 (+5)*
Utilization	*93%*
Emergency Housing Vouchers	*9*
Utilization (no new vouchers)	*100%*



2024 DATA POINTS & METRICS

SOCIAL SERVICES

Seven Outreach Teams
Employee Recruitment *Housing Landlord Recruitment* *AAA Information and Assistance for Seniors* *Long Term Care Ombudsman Volunteer Recruitment* *Foster Care Resource Family Recruitment* *IHSS Provider Recruitment* *Eligibility Application/Assistance (Medi-Cal, CalFresh, CalWORKs)*





SPECIAL DISTRICTS

ROBIN BORRE

DIRECTOR

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS

SPECIAL DISTRICTS

WASTEWATER

- Began the purchase of property in Clearlake to two lift stations which will improve the operation of the Southeast collection system.
- Redirected flows in Meadowview area to reducing possible spills; sealed/refurbished Life Station 4 & 17.
- Had zero spills in November and December despite significant rainfall in all areas.
- Cleaned 75,718 feet of wastewater lines.
- Awarded Tertiary Study contract for Kelseyville.
- Awarded Full Circle Study update contract.
- Identified and closed old loan fund, equating in $2.4 million for operations at the new plant.
- Awarded design contract and purchased equipment needed for the Northeast dump station.
- Completed rate studies for North Lakeport and Kelseyville and implementation of both new rates.





2024 ACCOMPLISHMENTS
SPECIAL DISTRICTS

WATER

- Awarded design contracts for three new wells (Spring Valley and North Lakeport) and identified locations for test wells.
- Ensured PG&E resurfaced miles of roadways in Spring Valley.
- Completed rates studies for Spring Valley and Kelseyville water with implementation of new rates in Kelseyville.
- Identified water accounts that were incorrectly billed and corrected bills resulting in estimated additional annual revenue of $91,700.

2024 ACCOMPLISHMENTS
SPECIAL DISTRICTS

DISTRICT-WIDE

- Awarded on call engineering contracts increasing efficiency of the department and moving 15 projects forward.
- Identified Capital Projects for the new 5-year Capital Improvement Plan (CIP) for Fiscal Year 25/26 – Fiscal Year 29/30 and implementation of the CIP software.
- Completed Capacity Management Operations and Maintenance (CMOM) Coordinator position and filled the position.
- Attended 5 outreach events.
- Gave back to the community by donating 2,655 cans to the 2024 CanTree Drive.





2025 POINTS OF EMPHASIS

SPECIAL DISTRICTS

Deliver Existing Projects

- Installation of generators
- Bridge design & construction of two bridges in Spring Valley (Wolf Creek)
- Complete construction of 3 new wells
- Complete tertiary treatment study for Kelseyville
- Complete NW dump station
- Complete SE dump station
- Complete Full Circle study update
- Complete Spring Valley distribution system study
- Upgrades to Soda Bay Treatment Plant and chart recorders
- Geyser agreement amendment

2024 DATA POINTS & METRICS

SPECIAL DISTRICTS

Water System Metrics *(CY 2024)*	
Total Active Accounts	*3,894*
New Connections	*7*
Service Requests Issued	*1,790*
Delinquency as Percentage of Billing (FY 2024)	*.49%*
Sewer System Metrics *(CY 2024)*	
Total Active Accounts	*12,304*
New Connections	*200 edu*
Service Requests Issued	*309*
Delinquency as Percentage of Billing (FY 2024)	*4.93%*
Sanitary Sewer Overflow (spills)	
Category 1	*5*
Category 2	*3*
Category 3	*3*
Category 4	*9*

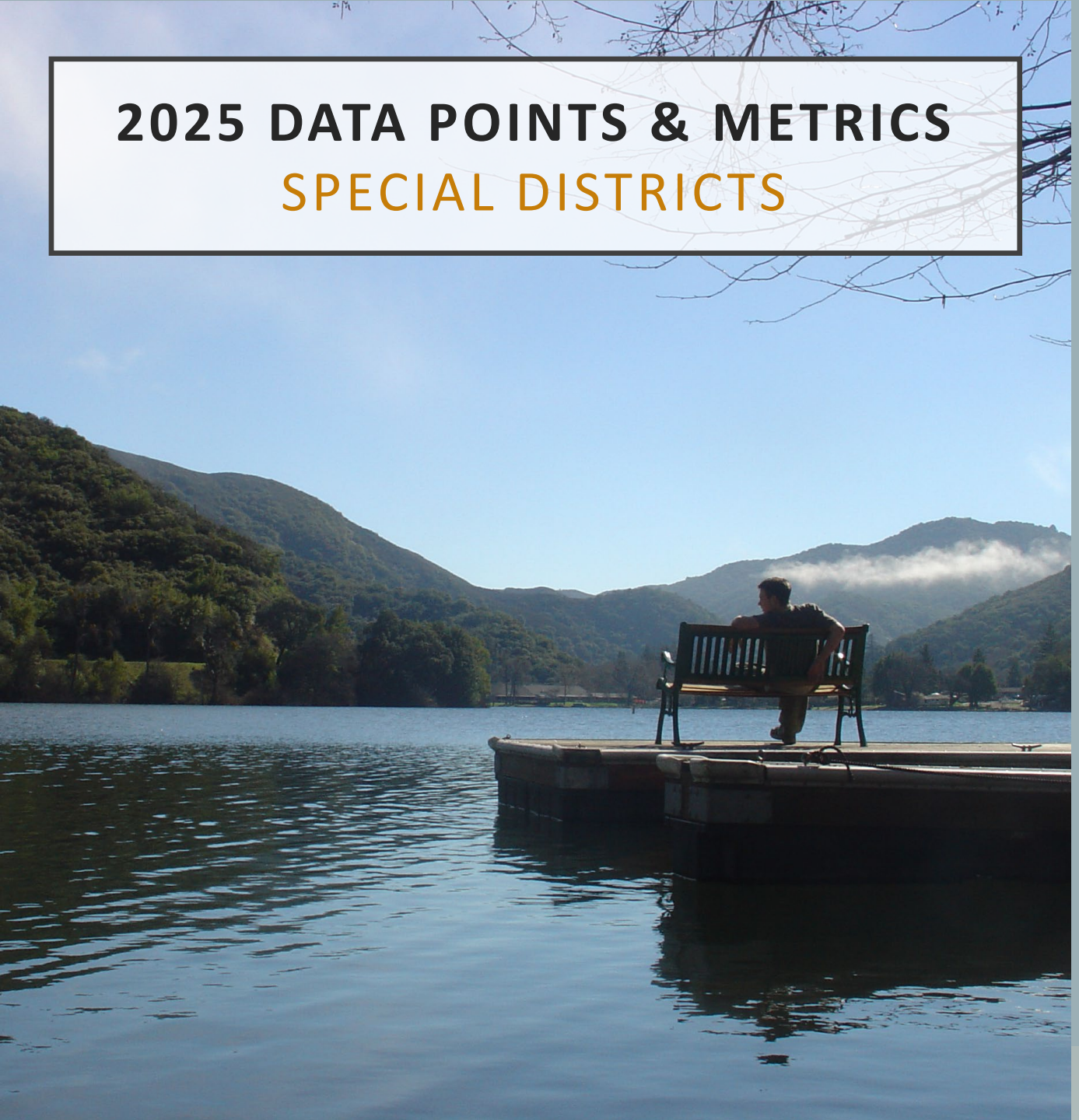


2024 DATA POINTS & METRICS

SPECIAL DISTRICTS

Lighting District Metrics (CY 2024)	
Total Lights Managed	*656*
New Lights Installed	*5*
Service Requests	*13*





2025 DATA POINTS & METRICS

SPECIAL DISTRICTS

- Same as 2025
- CIP Project Delivery
- Rate Studies Needed
- Amount of Grants Applied
- Amount of Grant Received



TREASURER – TAX COLLECTOR

PATRICK SULLIVAN

TREASURER – TAX COLLECTOR

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS

TRESURER – TAX COLLECTOR

- Completed Request for Quote (RFQ) for Custodial Banking Services.
- Completed RFQ for shot term rental software to aid in enforcement though identification and auditing.
- Implemented electronic payment options for multiple departments.
- Implemented third party agency collections program for court collections and probation cases.
- Established tax intercept program through State Controller’s Office and Franchise Tax Board.
- Migrated existing cases from Probation RevQ system to TTC system to create single comprehensive system for financial enforcement of court ordered debt.





2024 ACCOMPLISHMENTS

TRESURER – TAX COLLECTOR

- Established access and conducted staff training with METRC for cannabis enforcement.
- Initiated first round of County cannabis business tax audits.
- Conducted a Chapter 7 tax sale with a target of 1,000 properties.
- Sold 23 properties through Chapter 8 sale to City of Clearlake.
- Initiated Chapter 8 sales for Special Districts.
- Expanded lockbox payment processing operations for property tax.
- Continued development of investment programs for the Treasury pool.
- Completed banking upgrades to operational and cyber security.



2025 POINTS OF EMPHASIS

TREASURER – TAX COLLECTOR

- Complete software transition from legacy systems in Tax division to Megabyte.
- Complete software transition from legacy systems in Treasury division.
- Complete software transition from legacy systems in Collections division to RevQ.
- Complete transition of custodial banking holdings and operations from US Bank to BMO.
- Continue the Chapter 7 sales and additional Chapter 8 sales of eligible tax defaulted properties.
- Pursue new enforcement opportunities for Transient Occupancy Tax utilizing software to assist with investigations, audits, and collection of taxes. Will focus on both delinquent and unregistered operators.

2025 POINTS OF EMPHASIS

TREASURER – TAX COLLECTOR

- Continue development of the Treasury's investment program.
- Continue modernizing and upgrading deferred compensation plan.
- Continue development of the Cannabis Tax Program, including legislative updates, audits, and enforcement actions.
- Continue to monitor impacts to court collections program at state and local level.
- Continue development of unsecured property tax enforcement efforts.
- Continue to expand electronic banking and payment options.





UNIVERSITY OF CALIFORNIA COOPERATIVE EXTENSION (UCCE)

MATTHEW BARNES
DIRECTOR

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS

UNIVERSITY OF CALIFORNIA COOPERATIVE EXTENSION

Youth Development 4-H

- Conducted multiple 4-H activities, workshops, and camps, enhancing the skills and community involvement of youth in Lake County.
- Expanded participation in youth engagement initiatives, reaching underserved communities.

Viticulture Research

- Continued studies on drought-resistant grapevine varieties, contributing to the sustainability of Lake County’s viticulture industry.
- Held vineyard management workshops and on-site consultations for local growers to optimize yield and quality.





2024 ACCOMPLISHMENTS

UNIVERSITY OF CALIFORNIA COOPERATIVE EXTENSION

Water Resource Management

- Implemented educational programs focused on water conservation techniques and sustainable irrigation practices.
- Collaborated with local stakeholders on water resource studies, addressing challenges in Lake County's agricultural landscape.

Master Gardener Program

- Collaboration with Lake Co Public Health: School Gardens around the County. Providing gardening information to the School Gardens Project.
- Radio Show on KPFZ 88.1FM out of Lakeport. "Right Plant, Right Place" since 2022.
- Continue collaborating with the Tribal Health Consortium.

2024 ACCOMPLISHMENTS

UNIVERSITY OF CALIFORNIA COOPERATIVE EXTENSION

Climate Resilience and Fire Preparedness

- Launched initiatives in beneficial burning and land stewardship, improving fire resilience.
- I.C.C.I.P Host (2 interns) summer 25’.

Diversified Agriculture

- Supported local farmers with workshops on diversified crop management and market expansion.
- Conducted research on emerging agricultural practices tailored to Lake County’s needs.
- Conducted research on potential pear crop pest: Flathead Borer .
- Technical support resulting in reported results for Olive Tree Farmers in irrigation and pruning methods.
- Developed efficient herbicide application programs helps to reduce potentially resistant weeds, promotes longer-lasting weed control.





2024 ACCOMPLISHMENTS

UNIVERSITY OF CALIFORNIA COOPERATIVE EXTENSION

Forestry Health

Oak Woodland Expertise and Outreach

- Recognition and Engagement: Established reputation as an oak woodland expert, managing the UC Oaks website with approximately 15,000 monthly visits and responding to numerous “Ask an Oak Expert” inquiries weekly.
- High-Impact Media Collaboration: Provided field assistance and technical advice for KQED’s "Deep Look" video on acorn weevils, which was viewed 1.5 million times, significantly increasing public awareness of oak woodland health.

Post-Fire Oak Regeneration Research

- Long-Term Monitoring Project: Launched a self-funded monitoring initiative at Hopland Research and Extension Center to study post-fire oak survival and regeneration, contributing valuable data to the field.
- Research Publications: Co-authored a peer-reviewed paper on the impacts of wildfire on ticks and analyzed data on wildfire smoke taint in vineyards, enhancing understanding of ecological and agricultural resilience.

2024 ACCOMPLISHMENTS

UNIVERSITY OF CALIFORNIA COOPERATIVE EXTENSION

Forestry Health

Forest Stewardship Education and Outreach

- Workshops and Protocol Development: Developed monitoring and management protocols for BWA and MOB, and organized workshops attended by over 200 professionals, including arborists and foresters, to disseminate best practices in pest management.

Program Expansion and Funding

- Co-Principal Investigator on grant to expand the Forest Stewardship Education Program, enhancing capacity to deliver comprehensive stewardship education and increasing landowner engagement in sustainable management practices.

Grant Acquisition and Research

- Secured USDA Forest Service grants for research on balsam woolly adelgid (BWA) and Mediterranean oak borer (MOB), addressing critical pest issues in coastal forests.





2024 ACCOMPLISHMENTS

UNIVERSITY OF CALIFORNIA COOPERATIVE EXTENSION

Diversified Agriculture

- Deliver novel information on recent developments in emerging technology and future phases for diversified agricultural farming.
- Several trials for the coming year, including Rootstocks Trials and IPM-integrated weed management trials.
- Publish results of Flathead Borer research.

Livestock and Natural Resources

- Community introduction to new Academic Advisor.
- Lake County Needs Assessment

4-H College and Career

- Community introduction to new Academic Advisor.
- Lake County Needs Assessment

Enhance Outreach Programs to Underrepresented Communities

- Develop and implement targeted outreach initiatives to engage underrepresented communities.
- Strengthen Partnerships with Tribal Nations
- Objective: Foster Collaborative relationships with Tribal Nations based on specific community needs with respect to traditional knowledge

2024 DATA POINTS & METRICS

UNIVERSITY OF CALIFORNIA COOPERATIVE EXTENSION

Extension Events Hosted	
Workshops on Sustainable Vineyard Management	*20*
Forestry Stewardship Field Days	*10*
Participant Attendance and Engagement	
Unique Attendees	*1,500*
Average per Workshop	*75*
Amount of Funding Secured	**$2 million +**
Number of Publications and Educational Materials	
Peer-Review Articles	*10*
Extension Bulletins	*15*
Online Toolkits for Growers	*5*



2024 DATA POINTS & METRICS

UNIVERSITY OF CALIFORNIA COOPERATIVE EXTENSION

Collaborations and Partnerships Established	
Local Tribes	*8*
Agricultural Cooperatives	*5*
Research Institutions	*3*
Outreach to Underrepresented Communities and Tribal Nations	
Culturally Tailored Workshops with Tribal Nations	*5*
Programs Targeting Minority Farmers	*3*
Clientele Served	
One-on-One Consultations to Landowners	*300*
Community Advisory Boards	*50*
Client Satisfaction and Feedback Scores	**4.8 out of 5**
Website Traffic and Digital Engagement Metrics	
Website Visits	*50,000*
Resource Downloads	*10,000*
Social Media Interactions	*5,000*





WATER RESOURCES

PAWAN UPADHYAY
DIRECTOR

2024 ACCOMPLISHMENTS

2025 POINTS OF EMPHASIS

DATA POINTS & METRICS

2024 ACCOMPLISHMENTS

WATER RESOURCES

- Hosted the **Clear Lake Integrated Science Symposium** (first in 25 years) at Robinson Rancheria, August 2023.
  - 2-day event with 60+ talks and posters, 500+ attendees, 25+ agencies, over a dozen sponsors, free access.
- Premier showing of **"Xabatin: Big Lake, Big Science"** at Soper Reese Theater.
- Launched **Shoreline Stewardship Program** with incentive-based management of invasive primrose and native plant restoration.
- Initiated **Golden Mussel Response and Management Planning** and maintained Invasive Mussel Prevention Program (staff of 10–15 ramp monitors).
- Ongoing partnerships with Tribes on Hitch tagging, habitat restoration, and rescues.





2024 ACCOMPLISHMENTS
WATER RESOURCES

- Continued the Acquisition of Parcels within the Middle Creek Flood Damage and Ecosystem Restoration Project.
- Performed Abatement of debris/navigational hazard in Clear Lake.
- Received Multiple Grants, some of which include the following Projects/Programs:
  - Wildlife Conservation Board Grant for multiple projects, including hitch habitat improvement, hydrological studies, and education campaigns ($2.5M)
  - Mike Thompson Congressional Funds for Big Valley Hitch Habitat Improvement and Groundwater Recharge Project ($500K)
  - CalTrans contract for Clover Creek Diversion Channel Hitch Habitat Restoration Project ($260K)
  - US EPA Data Exchange Grant Phase 2 with tribal partnerships ($188K)



2025 POINTS OF EMPHASIS

WATER RESOURCES

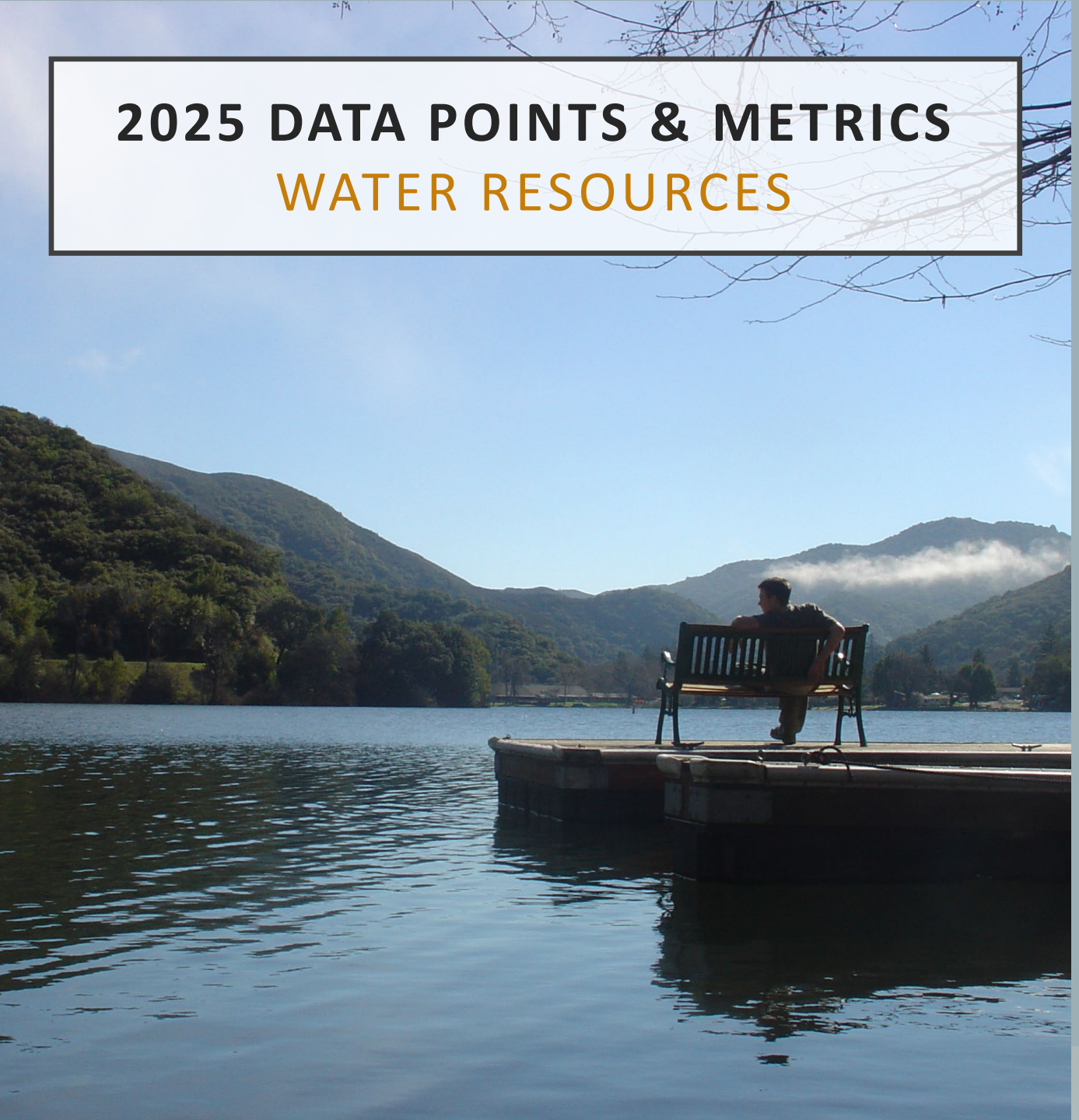
- Complete repairs on the Kelsey Creek Detention Structure.
- Complete the Upper Lake Feasibility Study and work with community members to develop the preferred alternative to address Potential Flood Risks.
- Continue work with multiple agencies for the removal of vegetation within Creek Channels.
- Enhance maintenance efforts on all Watershed Protection District Facilities.
- Continue to maintain lakebed structures/debris removal to ensure a safe boating environment on Clear Lake.
- Pursue funding for multiple projects under the Blue Ribbon Committee, with approved grant projects scheduled for Prop 4-funded allocations and contracting.

2024 DATA POINTS & METRICS

WATER RESOURCES

Total Number of Lakebed Applications *(5 on hold or withdrawn)*	***41***
Total Number of Violations	
Notices sent	*34*
New Enforcement Actions (violations/warnings)	*15*
% of Lakebed Lease Payments Received	***86%***
Total Billable Accounts	*1,691*
Annual Rent Billed	*$295,543.52*
Total Due from Citations	**$400.00**
Resident/Non-Resident Quagga Stickers Sold	**12,695**
Total Number of Hitch-Related Activities *(participation in meetings, conferences, and fieldwork)*	**104**
Total Number of Public Outreach Efforts	**10**





2025 DATA POINTS & METRICS

WATER RESOURCES

New Departmental Metrics to be Introduced in 2025:

- Number of grants managed and their total funding value.
- Diversity of funding sources and breadth of project collaborators.


END OF PRESENTATION
QUESTIONS?