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Winter Donation Drives End 2022 with Bright Spirits

BY MELISSA VEGA
ADMINISTRATIVE MANAGER I

For the third consecutive year, Operation Santa Claus (OSC) and Senior Santa & Friends (SSF) — the long-time Orange County Board of Supervisors-approved annual giving drive led by the County of Orange Social Services Agency (SSA) — exceeded its giving goal.

OSC and SSF are collaborative efforts between SSA, OC Health Care Agency (HCA), OC Probation, Orange County Child Support Services and OC Community Resources. Through the amazing generosity of SSA, County employees and the community, the programs exceeded their 2022 online giving goal of \$35,000 by raising more than \$42,000.

OSC and SSF celebrated milestone anniversaries this year. For 60 years and 30 years, respectively, the two programs have brought the gift of hope to

families SSA proudly serves — the children and youth in foster care, seniors, disabled adults and families receiving services from SSA and/or HCA.

A multitude of new gift and household items were donated for children and youth, including coloring books, backpacks, board games, sports equipment, art supplies, wallets, electronics and toiletries. For seniors and disabled adults, donations included household essentials such as blankets, toiletries and medical appliances such as wheelchairs, shower chairs and more.

The local corporate community also rallied behind this year's drive with more than 155 local corporations and organizations donating money.

If you volunteered at the OSC/SSF warehouse, made an

online donation or donated a new unwrapped toy in a holiday box at your work location, SSA leadership thanks you for making a difference and for continuing this tradition of hope.

Be on the lookout for an email this summer from the Orange County Board of Supervisors announcing the start of the 2023 Summer Donation Drive. In the meantime, to learn more about OSC and SSF, and how you can donate, volunteer or coordinate a gift drive, visit bit.ly/SSAHolidayPrograms, or email OperationSantaClaus@ssa.ocgov.com or Senior.Santa@ssa.ocgov.com.



SSA Spotlight:

Assistance Programs Outstation Team: Making Vital Services More Accessible to the Community

BY KENNY RODRIGUEZ
ADMINISTRATIVE MANAGER I



Top row, from left to right: Eligibility Technicians Damian Rangel, Sara Ghanbariami, Stephanie Garcia Ortiz, Abigail Barajas and Joe Williams. Bottom row, from left to right: Social Services Supervisor I, Social Services Supervisor I Reymundo Chavez I and Administrative Manager I Cristal Perez.

In May 2022, SSA's Assistance Programs (AP) division implemented the Outstation Team to expand SSA's efforts in providing access to Medi-Cal, CalFresh and General Relief information and enrollment assistance throughout Orange County.

The Outstation Team works in collaboration with SSA's Community & Government Relations team and community-based organizations to provide program benefit services at homeless shelters, community events, speaking engagements, college campuses, the County Community Service Center and Orange County's Intake Release Center (IRC).

The Outstation Team consists of an Administrative Manager I, Social Services Supervisor I, Eligibility Supervisor and five Eligibility Technicians whose efforts support SSA's drive to reduce the barriers residents face in accessing program benefits.

"Working on the Outstation Team has been an amazing experience," said AP Eligibility Technician Sara Ghanbariami. "The Outstation Team focuses their efforts on creating increased access for the Orange County community to sign up for program benefits, maintain enrollment and understand their benefits. I love what I do and am glad to be part of

this team." Since May 2022, the Outstation Team has served more than 240 residents at homeless shelters alone.

In partnership with the Orange County Sheriff's Department and with the help of AP's Medi-Cal Operations & Policy Team, the Outstation Team's Eligibility Technicians can now provide services to released inmates at the IRC. Since the start of these efforts, the Outstation Team has handled more than 1,700 inquiries and can provide services to new clients as early as the day of release.

"I am very proud of the results produced by the dedication and ingenuity of the team. Together, they have implemented innovative strategies and found creative solutions to unforeseen obstacles," said Outstation Team Administrative Manager I Cristal Perez.

The Outstation Team looks forward to supporting SSA's efforts in providing quality, integrated services that are accessible and responsive to our whole community. Thank you to the Outstation Team for your commitment to SSA and continued work bringing vital services to the Orange County community!

Meet SSA's Leadership Development Team

Kristi Fiskum,
Deputy Division Director,
Children & Family Services;
Family Assessment and Shelter
Services

Areas covered in your position:

I oversee the Children & Family Services Adoptions Program; Placement; Resource Family Approval; the Resource Family Recruitment, Development and Support programs; and the Orangewood Children and Family Center.

Years of service with the County of Orange: 24

Divisions worked/previous experience:

I began my career at SSA as a Senior Social Worker in what is now called Specialized Family Services. I then transferred to what is now known as Special Medical before being promoted to Senior Social Services Supervisor (SSSS). As a SSSS, I was assigned to Court Services and later transferred to Emergency Response. I had the opportunity to be the first manager of the new program Visitation and Supportive Services when it launched before returning to oversee the Court Services program. In 2019, I became the Administrative Manager II/Shelter Director of Orangewood Children and Family Center. In 2022, I was promoted to my current role as Deputy Division Director overseeing Family Assessment and Shelter Services.



Fun fact about you:

I love to travel anywhere sunny and warm — my favorite place to go is Kauai! I spend a lot of time with my family in Everett, Washington, where my parents, sister, brother-in-law and teenage nephews live. While I love to visit, it's too dark and rainy for me to live there — as you can probably tell, I am not too fond of the end of daylight saving time.

Professional development tips for staff:

Everyone can lead. Lead by example and to inspire others, not to get the next promotion. Show up, work hard, be a team player and share credit. It will be noticed.



SSA Brings Enrollment Services to Cal State Fullerton

BY EDGAR LOPEZ-RAMIREZ
COMMUNICATIONS INTERN

OC Supervisor Doug Chaffee, Fourth District, along with SSA Director An Tran visited California State University, Fullerton (CSUF) on a recent CalFresh Enrollment Day.

Twice a semester, SSA collaborates with Tuffy's Basic Needs, an on-campus organization at CSUF that supports students who experience unforeseen hardships or crises, to assist students in applying for CalFresh, which provides money that can help them stretch their grocery budgets.

On October 20, one of SSA's Mobile Response Vehicles was deployed with equipment and eligibility staff to ensure students received the same customer service and information they would get at one of SSA's offices. Additionally, Spanish-speaking staff helped reduce barriers by offering in-language assistance. Staff were able to complete CalFresh interviews and provide students who were approved for benefits with an Electronic Benefit Transfer card the same day.

The on-campus outreach makes it convenient for students to get answers to their questions about CalFresh while also bringing awareness of other benefits assistance programs such as Medi-Cal, CalWORKs and General Relief. SSA appreciates the collaboration with CSUF in expanding our opportunities to reach those in need.



Managing IT Business Relationships & Operations at SSA

BY CHI PHAM
ADMINISTRATIVE MANAGER I



OC Information Technology (OCIT) provides a variety of services to support the IT needs of departments in the County of Orange, including SSA. OCIT works every day to manage and support data, security, computer hardware/software, disaster recovery, forensics, cable/circuit management, voice, network and cloud architecture services.

At SSA, the Business Relationship Manager and Business Operations Manager work as a team under OCIT to understand and facilitate support for the Agency's wide-ranging IT requirements. They oversee various IT projects and equipment, manage the ServiceNow ticketing system, consult with SSA staff and leadership, strategize IT communication efforts and manage SSA's partnerships and agreements with IT vendors. "Our primary goal is to make sure things go well for SSA when it comes to IT and to bring forth ideas and solutions that will help move the Agency forward with technology," says Brian Clark, OCIT Business Relationship Manager.

SSA and OCIT work with vendors to support the many aspects of the Agency's IT infrastructure, some of which you may be familiar with such as Microsoft, Amazon Web Services, Cisco, Accenture and SAIC. IT professionals such as system technicians, technologists and web developers handle tasks such as issuing and repairing computer and phone equipment, resetting phone and PC passwords, installing software, resolving issues with web applications and optimizing network traffic for sending emails and communicating online.

"We're regularly reviewing SSA's IT processes to identify areas where we can make improvements and we are open to ideas that staff would like to share with us," Brian says. "We're working on a plan to renew all PCs every five years. We're always searching for the best pricing and options while offering staff the best possible equipment. We also run small pilot tests to assess new technology that SSA can adopt, such as those that were conducted recently on cloud printing and alternative forms of remote access."

According to Todd Bates, OCIT Business Operations Manager, OCIT receives nearly 3,800 tickets from SSA staff per month. Staff are encouraged to open tickets whenever they experience a technical issue so IT can determine whether the problem is localized or more widespread (with the exception of equipment requests, in which case, IT will reach out to the employee assigned to the device). Opening tickets allows IT to track and resolve issues in a timely manner, identify trends and implement solutions proactively. There is no charge for calling the help desk or opening tickets online.

Staff can open a ticket online at <https://ismcg.service-now.com/oc> or by calling the Central IT Service Desk at 714-4IT-HELP.

CalWIN/CalSAWS/MEDS/CWS-CMS related issues should be reported to SSA's Systems Support Team through the normal reporting process. Please refer to the **"Need Help? Here's Who to Call or Email"** guide for complete information.

Raising Awareness on Domestic Violence

BY ELIZABETH NAPOLES AND NELDA SANCHEZ

SENIOR SOCIAL SERVICES SUPERVISOR AND SENIOR SOCIAL WORKER

According to the National Domestic Violence Hotline, domestic violence impacts over 12 million people in the U.S. annually. The 2022 awareness campaign theme, “#Every1KnowsSome1,” strives to highlight the frequency of domestic violence around us and the various forms abuse can take. Abusive behavior in a relationship can be physical, emotional, verbal, sexual, financial or even digital.

To show support and raise awareness for this annual campaign, SSA encouraged staff to wear purple in October in honor of Purple Thursday.

SSA has assisted victims of domestic violence for 22 years through its Domestic Abuse Services Unit (DASU). DASU helps families receiving CalWORKs benefits overcome the barriers of domestic violence as they work toward self-sufficiency. DASU is an innovative, preventative and collaborative program that empowers clients through education, trusting relationships and supportive community services. DASU consists of nine Senior Social Workers (SSWs), one Data Entry Technician and two Senior Social Services Supervisors based out of SSA's four Family Self-Sufficiency & Adult Services regional offices, offering services in English, Spanish and Farsi.

The DASU team works collaboratively with CalWORKs Case Managers, Employment and Eligibility Specialists, Behavioral Health Therapists

and a multitude of community partners such as the Families and Communities Together (FaCT) Family Resource Centers, local justice centers and domestic violence shelters.

The last two years brought unique challenges for DASU, as many victims of domestic violence found themselves isolated with minimal resources. Despite these challenges, DASU SSWs continue to provide support, linking victims to virtual and in-person services by developing case plans tailored to their individual needs. These efforts lead to life-changing success for DASU clients and their families as they move toward self-sufficiency.

This was evident in a recent case where a client requested DASU services after suffering ongoing trauma. The client requested legal resources to address the violation of an active restraining order as well as mental health services. The client was able to address all safety needs and obtained her U-Visa, which she had previously applied for due to the domestic violence. Today, this client is now employed by one of the service provider agencies who helped her through this situation.

Help for those impacted by domestic violence is available 24 hours a day, seven days a week through the National Domestic Violence Hotline by calling (800) 799-7233, texting START to 88788 or chatting online at thehotline.org.

Need Help Now?

We're here for you.



Call

1.800.799.SAFE
(7233)
TTY 1.800.787.3224



Chat

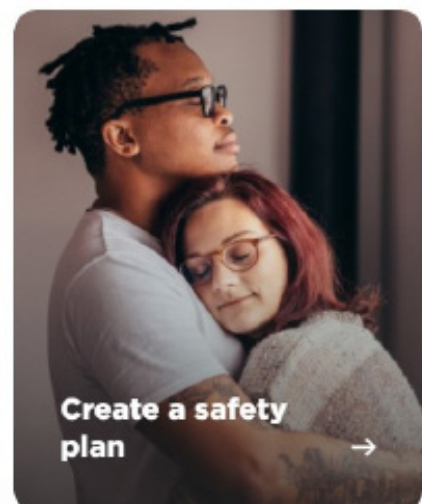
Chat live now



Text

Text "START" to
88788

Visit our page for Privacy Policy.
Msg&DataRatesMayApply. Text STOP to
opt out.



National Adoption Awareness Month

BY AIYA KANAWATI
SOCIAL WORKER I

National Adoption Awareness Month brings attention to the need for adoptive families and emphasizing the value of youth engagement. The theme, “Small Steps Open Doors,” highlights the little ways our interactions with foster youth can earn their trust while building toward permanency. Giving a child the opportunity to express their feelings during the adoption process can provide comfort and a chance to have their voices heard. The child’s perspective can help shape their journey to permanency. And those insights, shared with SSA leadership, the court system, the child’s family, service providers and resource families, create better outcomes for all children.



“The world may not change if you adopt a child, but for that child, their world will change.”

UNKNOWN

For siblings Darlene, Destiny, Deyla and Fernando, entering the foster care system brought worries they would be separated. Their fears were allayed when Jose and Maria opened their hearts and home.

Despite not having planned to become resource parents, Jose and Maria were determined to provide a safe home for all four children. With guidance from SSA’s Children & Family Services Division, the couple attended training about trauma-informed care and attachment-based parenting. Jose and Maria made their commitment official by adopting Darlene, Destiny, Deyla and Fernando in 2021. The siblings now have a sense of belonging and connection, knowing they are staying together in a permanent home.

They are settling in, and once again enjoying holidays, family gatherings and their hobbies in math, fashion, music and art. While the goal is to reunify children with their parents, there are times when this is not possible. It is SSA’s belief that all children need a permanent home to grow and thrive. We can all take a small step that will ultimately open a door for a child to find the love and support they need.

For more information about how you can help foster children, the adoption process or applying to become a resource family, visit oc4kids.com.

**Do you know of an employee who recently went above and beyond in their job or witnessed them in action?
Did you know that you can give them a shoutout to recognize them for their hard work?**

Download our “Kudos” form [here](#) and email your completed recognition to ssacomm@ssa.ocgov.com.

We look forward to highlighting your team member and their recent accomplishments, big or small, in future SSA communications!



Beyond the Call: Exceptional Service in Action

Ali Ahmadlou

Eligibility Technician

Maria Guerrero and Saeed Rezai

Data Entry Technicians, Assistance Programs



Ali, Maria and Saeed received the following words of recognition from their team:

“It was a privilege to witness Ali, Maria and Saeed support a single mother and recent Iran émigré client who was anxious to have her children enrolled in school and receive access to health care. Saeed began the client’s case and worked closely with the client to reassure her. Maria facilitated the referral and expedited the assignment to Ali, who put the client at ease with his thorough knowledge and attention to detail. Their swift response to this single mother and her children and the relief in the client’s eyes are true examples of how the Customer Service Team in close collaboration with the Data Entry Technicians make things happen at the Laguna Hills Regional Center.”

Jamie Cargo

Administrative Manager I, Administrative Services

Jamie received the following words of praise from a colleague:

“During a recent Management Evaluation with the state, SSA received findings for CalFresh updates that needed to be incorporated on the SSA internet web pages within 30 days. The state also provided other recommendations to enhance our CalFresh content. Jamie understood the urgency and adjusted her schedule to accommodate this important work. Jamie was professional, kind, flexible and pleasant throughout the process. She did an outstanding job and completed the request quickly. I am grateful for Jamie’s assistance, can-do attitude and professional demeanor.”



Kirkland Huynh

Senior Social Worker, Children & Family Services

Kirkland received the following statement of thanks from a Deputy County Counsel for his work with client cases:

“We are grateful for Kirkland’s dedication to his clients, including a particular case where he made visits to the jail and went to the home to assist the client’s mother. Kirkland is such an asset to SSA and I am very thankful to have his contributions for each family he is assigned to. Kirkland has a beautiful way of building trust and rapport with the parents. His hands-on approach contributes to much of the success of his cases.”



Daniel Nieblas

Store Clerk, Children & Family Services

Daniel received the following words of praise from SSA's Facilities and Emergency Management Services team:

“ SSA's Facilities and Emergency Management Services team is grateful for Daniel's efforts and assistance during a recent maintenance incident at SSA's Eckhoff office. Daniel stepped up and notified onsite facilities staff, deployed onsite janitorial services, ensured water was diverted from office suites and helped contain the spill to corridors, elevator and restroom areas. Because of Daniel's efforts, additional damage was prevented and staff were able to safely return to the office. SSA Facilities and Eckhoff staff are grateful for Daniel's leadership and initiative in mitigating this incident. ”



Jonar-Christopher Banares, Staff Specialist, Family Self Sufficiency & Adult Services
Martha Beckel, Social Services Supervisor I, Family Self Sufficiency & Adult Services
Jennifer Cutforth, Social Services Supervisor I, Family Self Sufficiency & Adult Services
Jacqueline Gonzalez, Social Services Supervisor II, Family Self Sufficiency & Adult Services
Samuel Ibarra, Social Services Supervisor II, Family Self Sufficiency & Adult Services
Ana Lavenant, Social Services Supervisor I, Family Self Sufficiency & Adult Services
Valerie Razo, Social Services Supervisor I, Family Self Sufficiency & Adult Services
Maria Thomas, Social Services Supervisor II, Family Self Sufficiency & Adult Services

The above Family Self-Sufficiency Policy and Quality Assurance staff members received the following words of recognition for going beyond their call of duty:

“ Jonar-Christopher, Martha, Jennifer, Jacqueline, Samuel, Ana, Valerie and Maria volunteered to participate in developing and validating several reports intended to measure performance outcomes for one of the contracted providers who administer services to our CalWORKs population.

By volunteering to be part of a time-sensitive complex project requiring extensive coordination, communication and research, these staff members demonstrated authentic leadership, teamwork and dedication to SSA. Their knowledge of the various complex computer systems and ability to work with the Information Technology Teams was critical in successfully validating these reports.

Kudos to all involved! ”



Shirley Lopez

Eligibility Technician, Assistance Programs

Shirley received the following words of recognition from a colleague:

“ A client expressed her sincere gratitude for Shirley's excellent customer service and for going above and beyond to help the client. When assisting a particular client with their Medi-Cal and CalFresh case, the client felt confused about the status and process. After working with Shirley, the client received clarification and guidance. Shirley remained empathetic and composed while tackling a complex case and providing the client with the help they needed. Thank you, Shirley, for your hard work and outstanding customer service. ”

Zulema Lara-Borja

Eligibility Technician, Assistance Programs

Zulema received the following words of appreciation from a colleague:

“Zulema consistently displays courtesy and professionalism while assisting our customers. During a particular case earlier this year, Zulema assisted a customer with verifying medical benefits coverage and changing primary doctors. The customer thanked and acknowledged Zulema for being kind and respectful while assisting them. Amazing work, Zulema. You truly exemplify excellent service to our community.”



Kayla Ha, Janet Romo, Eva Valladares

Employment & Eligibility Specialists

Jaime Zambrano

Case Manager, Family Self-Sufficiency & Adult Services



Kayla, Janet, Eva and Jaime received the following words of recognition for their support and teamwork throughout a client's journey to self-sufficiency:

“Kayla, Janet, Eva and Jaime displayed dedication, compassion and excellent customer service assisting a client in need. As a team, they provided supportive services including transportation, professional clothing and expungement services. Their combined efforts led to the customer accepting full-time employment as a caregiver in a nursing facility. The customer wrote to thank Kaya, Janet, Eva and Jaime stating, 'I love my job! It's unbelievable how easy and fast I gained hope and a future. Thank you!'”

Carolyn Doan

Administrative Manager I, Administrative Services

William Mo

Staff Specialist, Administrative Services

Carolyn and William received the following words of recognition and gratitude from a Contracted Service Provider:

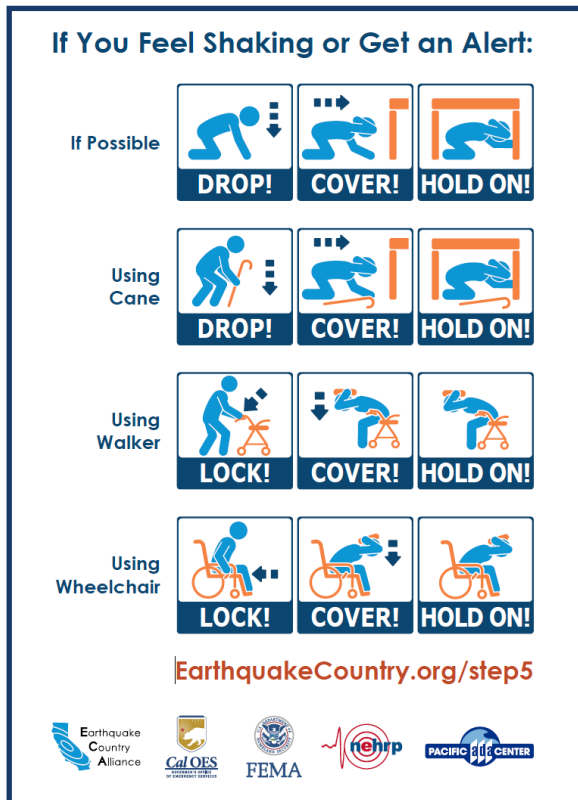
“I wanted to express my gratitude for the courtesy, professionalism and great knowledge Carolyn and William have displayed throughout my time working with them. Carolyn and William thoroughly explain protocols and processes that make for easier comprehension when following compliance and regulations. I appreciate the pride and passion these two demonstrate in their work and how they are always looking for ways to improve the program.”



The Great ShakeOut Returns to SSA

BY DELCIE HYNES

ADMINISTRATIVE MANAGER I



On October 20, SSA staff had the opportunity to practice their earthquake safety skills as part of International ShakeOut Day.

At 10:20 a.m., staff were encouraged to “Drop, Cover, and Hold On,” which, according to the [Earthquake Country Alliance](#), experts say is the method most likely to keep you and your loved ones safe.

Earlier in the month a **3.1 earthquake** hit three miles from Yorba Linda. While considered a minor earthquake on the Richter scale, it served as a good reminder to prepare and practice before a stronger quake hits.

You can start with the [Seven Steps to Earthquake Safety](#) that the Earthquake Country Alliance put together. Before an earthquake rocks your home, you’ll want to identify and secure anything that might fall, create an emergency plan, gather emergency supplies and organize important documents. Not sure what to put in an emergency kit? Download and print an emergency kit checklist [here](#).

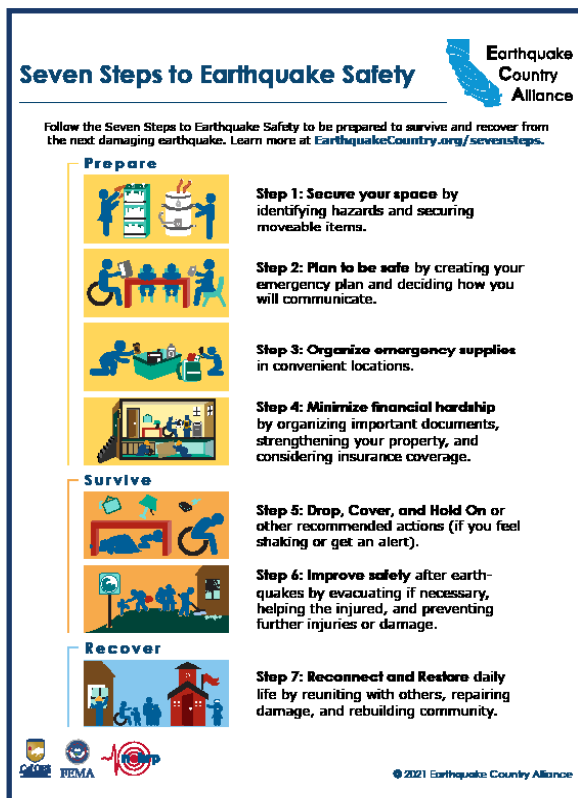
When you feel the ground start to shake, you’ll want to:

- 1. Drop** to your hands and knees, which will keep you from being knocked over or hit with flying and falling objects.
- 2. Cover** your head and neck with one arm and crawl under a sturdy table or desk if available. If that’s not an option, crawl to an interior wall and stay in the drop position.
- 3. Hold on** to the sturdy furniture if you’ve taken shelter there. If you’re near the wall, hold onto your head and neck to protect yourself.

After the ground stops moving, you can evacuate if necessary and help the injured. The final step is to reunite with friends and family and repair and rebuild.

For more information on Drop, Cover, and Hold On, including how to adapt these measures for anyone who can’t get to the floor, is visually or hearing impaired, or has difficulty remembering instructions, visit [shakeout.org](#).

No matter where you are, you can be prepared in the event of an earthquake by remembering to Drop, Cover, and Hold On.



Spanish Speaking Workers Forum Presents Día de los Muertos

BY BOBBY GUILLEN
SOCIAL SERVICES SUPERVISOR I



Throughout history, cultures across the globe have adopted unique and expressive ways to remember loved ones who have passed away. On November 2, the Spanish Speaking Workers Forum (SSWF), a subcommittee of SSA's Multi-Cultural Advisory Committee (MCAC), celebrated Día de los Muertos (Day of the Dead), a beautiful and colorful festival filled with symbols, traditions and imagery dedicated to the dearly departed. The event was held at the Eckhoff Annex.

Día de los Muertos is a special holiday celebrated annually throughout Mexico on October 31 (day of preparation), November 1 (Day of the Angels, remembering children who have passed away) and November 2 (honoring departed adults). Día de los Muertos commonly refers to the entire three-day celebration. While the specific traditions and rituals for Día de los Muertos may vary from region to region

in Mexico, the overall celebration generally revolves around the creation of ofrendas, or altars, dedicated to loved ones who are deceased and created to aid them in the afterlife.

The celebration showcased ofrendas styled with marigolds, the flower traditionally used during Día de los Muertos, and papel picado, pieces of colorful paper with intricately cut-out designs. The altars were adorned with photos, personal items, rosaries, candles, candy, calaveras (skulls) and calacas (skeletons). Additionally, the event was celebrated with pan de muerto (bread of the dead), a sweet bread traditionally baked during the weeks leading up to Día de los Muertos along with hot chocolate and music. For more information on how you can become a member of the SSWF or other MCAC groups, please visit the MCAC SharePoint website by [clicking here](#).



National Coming Out Day

BY COMMUNITY & GOVERNMENT RELATIONS



National Coming Out Day is celebrated on October 11 each year to commemorate and celebrate the act of coming out among individuals within the Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ+) community.

National Coming Out Day celebrates all stages of coming out, regardless of the extent or where one is at in their journey. National Coming Out Day was inspired by the famous March on Washington for Lesbian and Gay Rights that took place October 11, 1987. Over four months, more than 500,000 people from the LGBTQ+ community and their allies marched outside of Washington, D.C. One year later, psychologist Richard Eichberg and gay rights activist Jean O'Leary founded National Coming Out Day to raise awareness of the lesbian, gay, bisexual, transgender, queer and questioning community and its civil rights movement.

Since 1988, members of the LGBTQ+ community and their allies have celebrated National Coming Out Day with social gatherings, campaigns, workshops, speaking events and rallies and by sharing and listening to stories and experiences that inspire and encourage one another. National Coming Out Day reminds individuals who have not come out yet or are struggling that they are not alone. The day also recognizes members of the LGBTQ+ community who have faced oppression or even danger for living as their authentic selves. This visibility serves as an opportunity to educate the public about the importance of promoting a safe, inclusive and loving world where LGBTQ+ people can live truthfully, openly and without fear.

If you or someone you know is in need of local LGBTQ+ friendly resources, the LGBTQ Center of Orange County offers resources for children and young adults. Learn more at: www.lgbtqcenteroc.org.

Statements of Gratitude

Sharing is a big part of the holiday season, so we asked you to share your words of gratitude.

"Our team is motivated by the quote, 'Always have an attitude of gratitude' by Sterling K. Brown. With many exciting new projects, policy updates and changes happening, the Family Self-Sufficiency Policy and Quality Assurance team is grateful for the teamwork and support we provide one another each day. Working with a supportive and dedicated team makes our work manageable and enjoyable!"

- Sandra Gonzalez, Social Services Supervisor I

"I am grateful for each challenge I experience. Every challenge holds the opportunity for growth. Embrace your passion and one by one, each chapter can grow into something beautiful."

- Angelica Sanchez, Staff Specialist

"I am grateful for the presence of my family and friends who make me who I am. I would not be me without a bit of inspiration from each of them. I married my wife this year and celebrating with our friends, family and loved ones is an experience I will never forget. It does not matter if we see them every day or just once in a while; practicing gratitude for the special people in your life can improve every day."

- Charles Dulac, Administrative Manager I

"I am grateful for my job with the County of Orange! My 25 years of holy matrimony, my seven children and my faith. I am grateful for the Bible that encourages me to find the silver lining in each situation (much like our Social Worker strength-based philosophy). With faith, hope and love, all things work together for good."

- Michael Sullivan, Social Worker II

"I had two hip replacements between 2020 and 2021 at the height of the pandemic. I am almost completely healed and am so grateful to be able to walk. I love my shiny new hips!"

-Rosemary Brown, Senior Social Services Supervisor

"I am incredibly grateful to serve in a position where I can help and positively impact vulnerable families in our community. When my head hits the pillow at night, I feel full of purpose and I can't wait to start the next day. The opportunity to work with a supportive team where I enjoy my work allows me to be the best version of myself for my family and younger siblings."

- Aiya Kanawati, Staff Specialist

"A day does not pass without reminding myself of all I am blessed with. I am grateful for my family, friends, the work I do every day and the opportunity to serve with such dedicated and selfless colleagues. Our work provides a bridge to connect and help those in our community who need it most. These are just some of the reasons I consider myself to be grateful."

- Michael Pouraryan, Eligibility Technician

"This holiday season, I am thankful for my family, friends who became family, my health and all of the blessings that God has given me. Oh, and good food!"

-Vanessa Cazares, Social Services Supervisor I

"I am grateful for a job that I love, which provides not only for my family's needs but also many of our wants. I feel very fortunate to have the opportunity to impact the lives of our staff and clients in meaningful and positive ways."

- Jill Bright, Administrative Manager II

Employee Promotions

NAME	CLASSIFICATION	DIVISION
Alarid, Agustin	Social Worker II	Family Self-Sufficiency & Adult Services
Alcantar, Patricia	Social Services Supervisor I	Administrative Services
Almaguer Cisneros, Tania	Group Counselor II	Children & Family Services
Almaguer, Wendy	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Alonso, Rosio Y	Administrative Manager I	Family Self-Sufficiency & Adult Services
Amaya, Antonia Tomasa	Social Worker I	Family Self-Sufficiency & Adult Services
Ancheta, Rocio Marisela	Social Worker I	Family Self-Sufficiency & Adult Services
Aranda, Daisy I.	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Arellano, Miriam	Eligibility Technician	Family Self-Sufficiency & Adult Services
Arjonilla, Graciela	Sr. Social Worker	Children & Family Services
Arredondo, Rosario	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Barnett, Kristy Anne	Social Services Supervisor II	Family Self-Sufficiency & Adult Services
Barrera, Adrian	Social Services Supervisor I	Administrative Services
Bax, Mary A	Social Services Supervisor I	Family Self-Sufficiency & Adult Services
Becerra, Ashley June	Office Specialist	Children & Family Services
Cabrera, Perla Carmin	Administrative Manager I	Assistance Programs
Campos, Elianna C	Sr. Social Worker	Children & Family Services
Captain, Shannon	Sr. Social Worker	Children & Family Services
Castillo Ruano, Victor Manuel	Eligibility Supervisor	Assistance Programs
Cedeno, Anthony Elias	Office Specialist	Administrative Services
Colunga, Alma Guerra	Social Services Supervisor II	Administrative Services
Conde, Alicia	Social Worker I	Family Self-Sufficiency & Adult Services
Corona, Carlos A	Administrative Manager I	Administrative Services
Cortez, Michael Angel	Eligibility Technician	Assistance Programs
Cortez, Vianey	Social Services Supervisor II	Administrative Services
Cos, Michael D	Sr. Social Services Supervisor	Children & Family Services
Courtney, Kenisha Antoinette	Social Worker I	Family Self-Sufficiency & Adult Services
Cram, Judith Ann	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services

Employee Promotions

NAME	CLASSIFICATION	DIVISION
Dang, Kathryn Anh-Thu	Social Services Supervisor I	Family Self-Sufficiency & Adult Services
Delgado, Blanca Ivon	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Dodds-Tsang, James Curtis	Social Worker II	Family Self-Sufficiency & Adult Services
Edwards, Erica Sybil	Sr. Social Services Supervisor	Children & Family Services
Esparza, Marcos Abraham	Staff Specialist	Administrative Services
Estavillo, Rachel	Social Services Supervisor II	Family Self-Sufficiency & Adult Services
Fernandez, Alvaro Joseph	Group Counselor II	Children & Family Services
Forotan, Gloria	Sr. Social Worker	Children & Family Services
Franco, Beatriz	Social Worker I	Family Self-Sufficiency & Adult Services
Galvez, Leticia	Administrative Manager I	Children & Family Services
Gomez, Eliana Twee	Social Worker I	Administrative Services
Gonzalez Moran, Blanca	Social Services Supervisor I	Family Self-Sufficiency & Adult Services
Gonzalez, Salvador	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Grigsby, Angelina Danielle Marie	Sr. Social Worker	Children & Family Services
Gutierrez, Lenny Grace	Eligibility Supervisor	Assistance Programs
Gutierrez, Ruth Dalila	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Hamilton, Maria E	Social Services Supervisor II	Administrative Services
Hensley, Danielle Marie	Sr. Social Services Supervisor	Children & Family Services
Hernandez, Jasmin	Social Worker II	Family Self-Sufficiency & Adult Services
Hernandez, Kathy	Social Worker I	Family Self-Sufficiency & Adult Services
Hill, Brittany Rebecca	Social Worker I	Family Self-Sufficiency & Adult Services
Ho, Jenny Hsing Ju	Social Services Supervisor I	Family Self-Sufficiency & Adult Services
Hoa, Dustin	Eligibility Supervisor	Assistance Programs
Jimenez, Alma Elizabeth	Social Worker I	Family Self-Sufficiency & Adult Services
Kato, Lois K	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Keo, Johnny	Information Processing Technician	Children & Family Services
Khan, Seema	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Kieczkowski, Scott Edward	Eligibility Supervisor	Assistance Programs

Employee Promotions

NAME	CLASSIFICATION	DIVISION
Kollias, Marinela Tolentino	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Laphond, Julieta	Social Services Supervisor II	Family Self-Sufficiency & Adult Services
Le, Chantell P.	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Le, Diem Xuan Dinh	Eligibility Technician	Assistance Programs
Le, Thuy T	Social Worker II	Family Self-Sufficiency & Adult Services
Le, Trung H	Eligibility Supervisor	Assistance Programs
Leal, Nataly Lopez	Social Worker I	Assistance Programs
Leanos, Fabiola	Eligibility Supervisor	Assistance Programs
Loomis, Victoria Maria	Social Services Supervisor I	Family Self-Sufficiency & Adult Services
Lopez, Alisha Lorraine	Sr. Social Worker	Children & Family Services
Lopez, Sandra	Social Services Supervisor I	Administrative Services
Lopez, Tera Belen	Social Services Supervisor I	Family Self-Sufficiency & Adult Services
Lupercio, Maria Guadalupe	Social Services Supervisor I	Family Self-Sufficiency & Adult Services
Ly, Ryan	Sr. Social Worker	Children & Family Services
Magana, Veronica	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Maldonado, Adreana	Sr. Social Worker	Children & Family Services
Martinez, Mary Gina	Eligibility Technician	Family Self-Sufficiency & Adult Services
Matsuoka, Ellison Hedeji Demetrio	Eligibility Supervisor	Family Self-Sufficiency & Adult Services
Mc Coy, Cheyenne Crystal	Social Worker I	Family Self-Sufficiency & Adult Services
Mendez, Santiago	Social Services Supervisor I	Family Self-Sufficiency & Adult Services
Miranda, Arlene Escosa	Social Services Supervisor I	Administrative Services
Montanez, Louie L	Social Services Supervisor I	Assistance Programs
Myers, Christy A	Administrative Manager I	Family Self-Sufficiency & Adult Services
Napoles, Elizabeth R	Sr. Social Services Supervisor	Family Self-Sufficiency & Adult Services
Nassire Khoramabadia, Amir	Eligibility Supervisor	Administrative Services
Negrete, Martha Elena	Sr. Social Services Supervisor	Children & Family Services
Nguyen, Han Tat-Bao	Social Worker II	Family Self-Sufficiency & Adult Services
Nguyen, Kirsten Vy	Social Worker I	Family Self-Sufficiency & Adult Services

Employee Promotions

NAME	CLASSIFICATION	DIVISION
Nguyen, My Tu	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Nguyen, Van Thi Thu	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Nguyen, Xuanthu Thi	Social Worker II	Family Self-Sufficiency & Adult Services
Obillos, Ares F	Social Services Supervisor I	Assistance Programs
Ornelas, Laura	Eligibility Supervisor	Assistance Programs
Ortiz, Maria Esther	Eligibility Supervisor	Family Self-Sufficiency & Adult Services
Pabon, Christian Lee	Eligibility Supervisor	Family Self-Sufficiency & Adult Services
Palomares, Abraham	Eligibility Supervisor	Family Self-Sufficiency & Adult Services
Pantoll-Vela, Siobhan Christina	Staff Assistant	Administrative Services
Park, Jocelyn Hee Jung	Sr. Social Worker	Children & Family Services
Pena, Elisa	Social Services Supervisor I	Family Self-Sufficiency & Adult Services
Perez, Judy Helen	Sr. Social Worker	Family Self-Sufficiency & Adult Services
Pfeifer, Adriana Rebecca	Social Services Supervisor I	Family Self-Sufficiency & Adult Services
Pham, Trung	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Pineda, Daniel	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Prieto, Suzette M	Sr. Social Services Supervisor	Children & Family Services
Quan, Lannie U	Administrative Manager II	Administrative Services
Quijano, Claudia E	Sr. Social Services Supervisor	Children & Family Services
Ramirez, Daisy	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Ramirez, Imelda	Sr. Social Worker	Family Self-Sufficiency & Adult Services
Redd, Danielle Marie	Sr. Social Worker	Children & Family Services
Rivas, Johnathan Alexander	Data Entry Technician	Family Self-Sufficiency & Adult Services
Robles, Edgar O	Data Entry Technician	Assistance Programs
Rocha Rodriguez, Leonardo	Eligibility Supervisor	Assistance Programs
Rodriguez, Aidademontserra B	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Rodriguez, Alma Violetta	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Rodriguez, Vanessa R	Information Processing Technician	Children & Family Services
Rojas, Dannia Soto	Sr. Social Worker	Children & Family Services

Employee Promotions

NAME	CLASSIFICATION	DIVISION
Romans, Kendra Clara	Eligibility Technician	Assistance Programs
Salas, Jorgini	Social Worker I	Family Self-Sufficiency & Adult Services
Scherr, Brenda Maria	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Sederholm, Krysti Joylynn	Social Worker I	Family Self-Sufficiency & Adult Services
Thai, Minh Phuong	Accounting Assistant II	Family Self-Sufficiency & Adult Services
Thomas, Priscilla Elaine	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Ton, Jeremy D	Social Worker II	Family Self-Sufficiency & Adult Services
Tran, David Tam	Social Worker II	Family Self-Sufficiency & Adult Services
Tran, Monica Liu	Social Services Supervisor I	Family Self-Sufficiency & Adult Services
Valencia, Maribel	Sr. Social Worker	Children & Family Services
Vallejo, Susanna V	Office Supervisor B	Administrative Services
Vargas, Tina Alma	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Velazquez, Christian M	Eligibility Supervisor	Family Self-Sufficiency & Adult Services
Velazquez, Sandra Marie	Social Services Supervisor I	Assistance Programs
Vergara, Cynthia Michelle	Eligibility Supervisor	Assistance Programs
Villa Pineda, Israel	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Vincent, William L	Social Services Supervisor II	Administrative Services
Vu, Kimberly Kim Quy Thi	Social Services Supervisor I	Administrative Services
Williams, Ann M	Social Worker I	Family Self-Sufficiency & Adult Services
Wilson, Lavenia Royce	Employment and Eligibility Specialist	Family Self-Sufficiency & Adult Services
Wright, Charles Anthony	Social Worker I	Family Self-Sufficiency & Adult Services
Wunschel, Sarah Ashley	Eligibility Technician	Assistance Programs
Zambrano, Robert	Social Services Supervisor I	Family Self-Sufficiency & Adult Services

Looking to promote?

Be sure to stay up to date on current job opportunities here at SSA and throughout the County! To view current recruitments, sign up for job alerts and/or apply, click [here](#).



In Memoriam

It is with deep sadness that we share the passing of several members of our SSA family.

Sally Monsoor was a former SSA employee who worked at the Orangewood Children and Family Center in the Children and Family Services Division as well as the Domestic Abuse Services Unit in the Family Self Sufficiency division. Sally was a dedicated employee who greeted everyone with her warm smile and positive attitude. Our hearts go out to the family and loved ones of Sally. She will be truly missed.

Jean Bobier served as an Eligibility Technician, joining SSA in May 2013 supporting the Garden Grove Regional Center, then joining the Long-Term Care (LTC) team at the former Medi-Cal Specialized Regional Center in 2015. Jean loved family, friends, traveling, dancing, music, concerts, wine, Starbucks, the ocean, the color blue, movies, walks, dinners out, Angel games, conversation and laughing. Jean made many lifelong friendships over the years and will be greatly missed.

Vicky Hiltbrunner served as an Eligibility Supervisor with the LTC team, which she had been supporting since 1999, becoming a great mentor to her teammates for over 23 years. She was compassionate, caring, kind, loved by all who met her and known for her love of decorating during the holidays. Her profoundly kind and caring presence will be truly missed.

Paulette Moreau served as a Senior Social Worker and made life-changing differences for the families, youth and children she served during her time at SSA. Over the last 21 years, Paulette supported the Integrated Continuing Services, Emergency Response Child Abuse Registry and Diversion programs. For the last eight years, Paulette supported the Transitional Planning Services Program, focusing on youth and young adults in foster care to instill resilience and hope as they transitioned to adulthood.



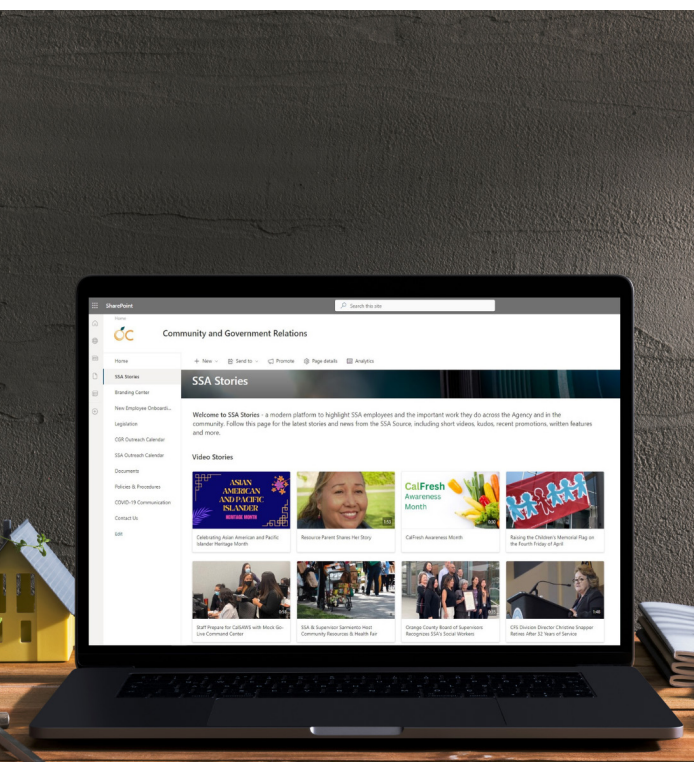
Happy Veterans Day!

In honor of Veterans Day, SSA would like to thank all past, present and future members of the military for your selfless service to our country!

We're Moving to SSA Stories!

Spring 2023 will serve as the final edition of the SSA Today newsletter. The stories you would normally find in the newsletter will find a new home on the SSA Stories SharePoint webpage, which will feature short videos, kudos, recent promotions, written content and more. We encourage you to follow the new webpage for the latest content.

If you have an SSA Stories idea, please email your suggestions to the Community & Government Relations Team at SSAComm@ssa.ocgov.com.



SSA Today Newsletter Committee

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