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Snuggle Day

BY ROSEMARY BROWN
SENIOR SOCIAL SERVICES SUPERVISOR

Every winter Children & Family Services (CFS) proudly hosts the annual Snuggle Day event, a major holiday gift-giving extravaganza in collaboration with Saddleback Church and other community partners.

Twelve community partners attended Snuggle Day, bringing four or five volunteers each to distribute items. They reserved a table or two to distribute items that were in new condition or hand-crafted. Several additional donors also contributed items for distribution. This year's donations included pajamas from the Harbor Mesa Lions Club, handmade quilts from the OC Quilters Guild and brand-new toys from Cornerstone Church of Anaheim. Each partner donated a minimum of 100 gifts, with most bringing 200 to 300. Some partners also provided gift cards.

Fifteen CFS staff members volunteered their time to make this event a huge success.

About 75 social workers were able to take time out of their hectic schedules to select items for the families on their caseloads. Some recipients are children in out-of-home foster care while others are home with their families, but still receiving services and support from CFS.

Snuggle Day is an amazing day for the communities of Orange County to come together at the holidays to support some of the most vulnerable populations. Donors and social workers alike look forward to the event each year, knowing it brings much comfort and joy to many families.



SSA Safety Resolutions for 2023

BY JUANITA TREJO-MIDDLETON
SAFETY TRAINING OFFICER



As SSA staff, we devote a great deal of time and energy throughout the year to ensuring our clients are safe, with access to the resources they need to thrive. But what about our own safety and that of our coworkers? Since January often serves as a time for making resolutions to improve ourselves during the new year, it's a great opportunity to resolve to enhance our safety practices in the workplace and keep the work environment safe for our colleagues.

According to the National Safety Council, exposure to harmful substances or environments was the No. 1 reason for work-related injuries and illnesses causing employees to miss time from work in 2020. Of course, this was due in large part to COVID-19 which continues to affect our workplace today.

Overexertion/bodily reaction (injuries due to physical activities such as lifting and pushing, as well as repetitive motions such as typing) and slips, trips and falls are the next top causes of workplace injuries.

So what kind of resolutions can we incorporate into our work routines to contribute to a safer environment for everyone this new year? Here are a few ways:

Practice Prevention: Reduce the risk of exposure to illnesses in the workplace such as COVID-19, RSV or the flu by staying home and getting tested when you feel sick, wearing a mask in crowded settings and being up-to-date on your vaccinations.

Review Safety Processes: Build your awareness of workplace safety processes by reviewing SSA's safety-related policies and procedures (P&Ps). Two examples of critical safety P&Ps are [C 33 Illness and Injury Prevention Plan](#) and [C 21 On-The-Job Injury/Illness Reporting](#).

Taking Ergonomic (Ergo) Breaks: Avoid sprains and strains and reduce fatigue by taking a 30-second ergo break every 30 minutes. This is particularly helpful in preventing injuries due to repetitive motions such as typing, moving/clicking the computer mouse and sitting/staring at the computer screen for long periods.

Housekeeping: Ensure a pest-free work environment by keeping food items in tightly sealed containers such as glass or metal. You should also clean food and drink spills right away, disposing of empty soft drink containers in recycle bins before you leave work each day and reducing clutter at your workstation by discarding obsolete forms and unnecessary paperwork (this includes shredding all documents containing personally identifiable information (PII)).

Stay Focused and Watch Your Step: Keep distractions at bay by avoiding using your cell phone when walking and instead focusing on the walking path. Look out for tripping hazards like slippery floor surfaces and uneven walking paths.

Practice Self-Care: Pay close attention to your health and well-being. Consider practicing mindfulness to help you feel less overwhelmed and anxious about your job and cope with negative thoughts. The County offers wellness resources including the [Employee Assistance Program](#), lunch 'n' learns, exercises and guided meditation; click here to visit the [County Wellness Center website](#).

Incorporating these tips into your work life and keeping yourself knowledgeable of important workplace safety habits can contribute to a safer work environment for yourself and those you work with throughout the year.

Meet SSA's Leadership Development Team

Kim Reed,
Deputy Division Director,
Assistance Programs (AP)

Areas covered in your position:

Operations and Policy Team; Business Functions Support; CalSAWS Implementation: Quality Assurance: Staffing and Strategic Planning.

Years of service with the County of Orange: 33

Divisions worked/previous experience:

I started at the County in 1990, as a receptionist in Juvenile Probation, and was quickly promoted at SSA as an Eligibility Technician in the Cash Assistance Program, formerly known as Aid to Families with Dependent Children. I promoted to positions with increasing responsibilities, including serving as the Regional Manager for Family Self-Sufficiency (FSS) Operations, CalWORKs South Region (now called the Laguna Hills Regional Center), CalWORKs North Region (now called the Anaheim Regional Center) and the Systems Support Team. I've had the opportunity to play key leadership and project management roles in many large initiatives such as the development of the FSS Data Entry Technician Hub, FSS/Children & Family Services Division Mutual Client collaborative, colocation of SSA staff with the Anaheim Family Justice Center, CalWORKs Service Delivery Model Redesign and the Change & Innovation Agency First Contact Resolution initiative. On May 6, 2022, I was promoted to my current role as Assistance Programs Deputy Division Director.



Fun fact about you:

I'm passionate about spending time with my husband, family and friends. Traveling locally, hitting up food and wine festivals, exploring Italy, cruising to the Bahamas and relaxing in Hawaii are my favorite pastimes.

Professional development tips for staff:

Learn something new every day, find great mentors, take on new opportunities and challenge yourself. It's OK to make mistakes, that's how we learn and grow. If at first you don't succeed, try and try again, persevere. Continue to learn about yourself, what sparks your interests and set achievable goals to work toward. Develop professional relationships in the workplace, get to know one another, be kind and support each other. My favorite quote is from Maya Angelou: "People will forget what you said, but people will never forget how you made them feel."

SSA Spotlight:

Facilities and Emergency Management Services

BY PETER WARREN
ADMINISTRATIVE MANAGER I



Front row from left to right: Raymond Perez, Diana LaRusso, Talia Aparicio, Angela DiBenedetto, Claudia Gomez and Kiet Nguyen. Back row from left to right: Albert Alvarez, Ramon Sanchez, Peter Warren, Al Pasillas, Alyssa Acuna and Delcie Hynes.

From managing 18 offices and commercial buildings to overseeing office lease and license agreements to conducting emergency training and campus safety, SSA's Facilities and Emergency Management Services team works diligently to supervise and enhance the daily operations and safety at SSA's facilities that are integral to serving our clients.

The Facilities and Emergency Management Services team comprises SSA's Facilities Management, Emergency Management, Real Estate, Safety, Sheriff Special Officers, Headquarters Reception and Store Clerk staff.

In February 2022, Facilities staff led the demolition work ahead of the remodel of the County Community Service Center (CCSC) in Westminster. The renovation and re-opening is a significant milestone in SSA's many efforts to increase our residents' accessibility to benefits and services. In collaboration with OC Housing Authority, Office on Aging, OC Health Care Agency, CalOptima Health and other County and community-based partners, the CCSC is a one-stop shop connecting Orange County residents to services such as health care, housing and support for older adults.

To meet the CCSC's needs, facilities staff designed a new interior, incorporated additional space

through the expansion to the second floor, installed new network infrastructure and office spaces and arranged for new office furniture. Within about three months, the facilities team added 5,460 square feet, resulting in a more spacious and convenient center for staff to serve our clients.

"I am thankful for the level of commitment and professionalism that our team displays on a daily basis," said Facilities and Emergency Management Services Manager Michael Aoun. "Their dedication is second to none regardless of the demands of the job. They continuously provide superior customer service. Many thanks to our partners in Procurement Services and Financial Services, as well as the ongoing support of the Executive team."

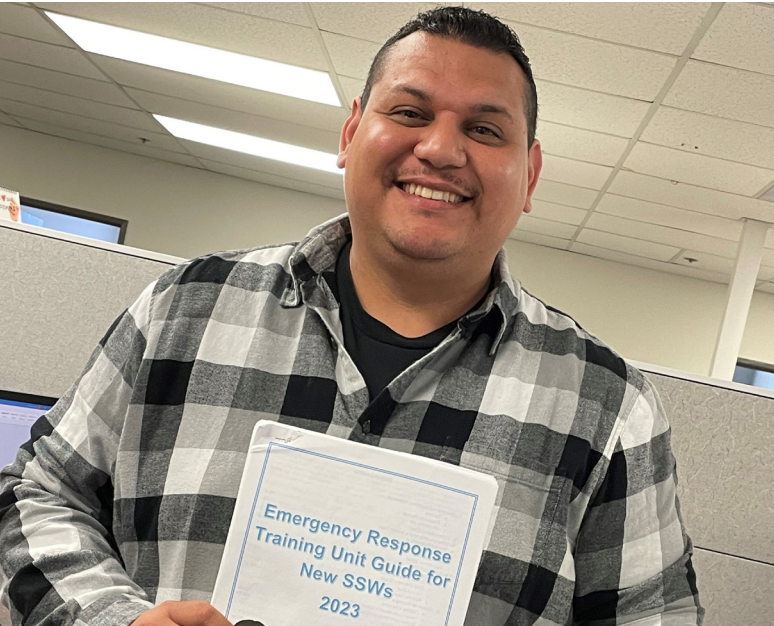
The Facilities team also completed other construction projects, including a remodel at the Laguna Hills Regional Center, extensive repair over several floors at SSA's Eckhoff facility and a remodel of the Orangewood Children and Family Center kitchen and dining hall.

As the team assumes other projects and improvements over the next year, they remain committed to providing a professional, pleasant and safe environment for staff and clients. Thank you, Facilities and Emergency Management Services team, for all you do!

SSA Spotlight:

Emergency Response Training Unit

BY NANCY GEVONESE AND STEPHANIE GASKINS
SENIOR SOCIAL SERVICES SUPERVISORS



Senior Social Worker Jorge Chavez holds the Emergency Response Training Unit Guide

Many of us may remember when we started with the County being shown to our desk and introduced to our coworkers. Then, we would shadow them to learn our new jobs. Toward the end of 2019, the Senior Social Services Supervisors (SSSS) within SSA's three Children and Family Services (CFS) Emergency Response (ER) programs – Tracey Priest (ER I), Stephanie Gaskins (ER II) and Nancy Genovese (ER III) – were chosen to create a new training structure aimed at enhancing this onboarding experience and improving retention among new ER social workers.

The goal of this project was to develop and instill confidence in Senior Social Workers (SSW) to go in the field, work effectively with families and ensure children are living in safe, nurturing and permanent homes. To achieve this goal, the SSSSs determined that each ER program would need at least one SSW with a strong understanding of and passion for ER. With this said, they developed a Lead SSW position for each training unit responsible for providing ongoing mentorship and assistance with internal trainings and special projects.

Under the new training structure, onboarding SSWs are assigned a mentor for the first six months of employment or until they are working independently. Each SSW receives a new hire guide developed by the ER training supervisors to explain the ER program and ensure everyone has the same understanding of expectations throughout the

training process, from progression to full rotation. The SSW and their supervisor chart five steps, ensuring the SSW meets the learning goals and gains independence and responsibility until they are on full rotation.

Once working independently, the new SSWs meet weekly with their Mentor/Lead SSW to learn caseload management strategies. Supervisors also provide weekly support in a Safety Organized Practice (SOP)-based group where all SSWs can share concerns, knowledge and best practices with one another. SOP is a model used to interview and assess families for safety and strengths.

During the last three years, internal ER training has increased from 25 hours to three weeks. The trainings are aligned with policies and procedures and offered three or four times per year to new SSWs as well as experienced SSWs for ongoing growth and development. They reinforce knowledge and understanding through quizzes, on-the-job reference guides (such as how to create, format and write ER Investigation narratives) and a comprehensive activity at the conclusion of in-house training. Guest speakers from other County departments and programs are also invited to explain their roles, including local law enforcement, Orange County District Attorney's Office, County Counsel, Child Abuse Services Team and OC Health Care Agency. The SSSSs also work regularly with the ER management team to identify potential areas for improvement and develop new trainings that address critical topics.

"I am so pleased with the work our training units are doing to support and equip our onboarding staff," said Scott Burdick, CFS Deputy Division Director. "The future of CFS belongs to these new staff and the training units not only teach the technical skills of Emergency Response, but also help build the camaraderie and support necessary to do this difficult work."

The training units continue to evolve, having onboarded over 100 new SSWs in the last three years. They are now overseen by Diana Rodriguez (ER I), Stephanie (ER II) and Nancy (ER III) with backup supervisors Noelle Ainslie (ER I), Layla Kialashaki (ER II) and Jose Garcia Lujano (ER III). This program has been a rewarding experience for the SSSSs leading the project and would not have been successful without the efforts of the SSWs who stepped up to mentor as well as support of the management team. It's truly a reflection of great teamwork.

SSA Spotlight:

Family Support Team

BY JACQUELINE GONZALEZ
SOCIAL SERVICES SUPERVISOR II



From left to right: Gloria Castro, Elvia Hill, Jacqueline Gonzalez, Erica Saldivar and Fabiola Lemus

On July 1, 2022, the Family Self-Sufficiency & Adult Services (FSS/AS) Division implemented a new process called Family Support Assessment (FSA) to help California Work Opportunity and Responsibility to Kids (CalWORKs) and Refugee Cash Assistance (RCA) families work through barriers to self-sufficiency. Overseen by the Family Support Team (FST), the FSA process brings together SSA staff and service providers with the expertise and resources to help families overcome self-sufficiency barriers. This process takes a holistic approach by assessing each family member's strengths, needs, concerns and skills; identifying goals and objectives; and empowering each family in their journey to achieve self-sufficiency.

The FSA process may be initiated at any time client contact is made by eligibility workers or case managers or upon request by SSA staff or service providers. FST Regional Coordinators are designated at each FSS regional office to take a leading role in this initiative by receiving FSA referrals and coordinating FST meetings with the client, case worker and other key stakeholders in the client's situation. The Regional Coordinators facilitate the FST meetings, guide the family and their assigned worker to ensure the needs of each family member are met and monitor the family for up to 12 months following the FST meeting. The Regional Coordinators focus on creating positive working relationships between the family and all stakeholders with the goal of assisting the family to reach self-sufficiency.

To illustrate an example of success, a family recently came to SSA to apply for public assistance. At the

time of application, the family was experiencing several barriers including homelessness and domestic abuse. Through the FSA process, the family was determined to be in need of housing, employment, educational planning, counseling and supportive services. Over the next 12 months, the FST worked with the family to help them access In-Home Supportive Services benefits, obtain federal cash aid, receive a housing voucher and gain full-time employment which resulted in the family no longer needing assistance benefits through SSA. The FST continued to support the family even after this transition out of SSA's services to make sure they did not encounter any setbacks and help them remain self-sufficient.

The driving force behind the FSA process is a group of individuals passionate about their work and the impact it has on the vulnerable families we serve. These individuals include Social Services Supervisors I Elvia Hill, Erica Saldivar, Fabiola Lemus and Gloria Castro; Social Services Supervisor II Jacqueline Gonzalez; and Program Manager Maria Manzo.

"Being part of the FSA process and experiencing several FST meetings has been rewarding," says Jacqueline. "The FST Regional Coordinators work hard to help families and bridge available services together to guide the family as they walk through our services and requirements. Although not every case that goes through the FSA process gets highlighted as a success story, success exists in every case. There is constant collaboration and families have expressed appreciation for the FST in striving to be their helping hands especially when times are tough."

Stories from the Field: Social Workers in Action

BY ILAN WOLF
DEPUTY DIVISION DIRECTOR



Senior Social Worker Demi Masad visits the newborn child of a client on her caseload.

At times, Senior Social Workers play a role in some of the most impactful and significant moments in their clients' lives.

Demi Masad, a Senior Social Worker for SSA's Permanency Services Program and Collaborative Courts Program that often work with high-risk and high-needs youth and young adults, witnessed one of these moments in October 2022.

Demi received a call from a young adult on her caseload who was in the hospital, about to give birth to her first child. The client states Demi was the only person in the client's life to answer her call when she went into labor. Demi remained with the young adult as she went into labor and then returned to the hospital to be by the young adult's side in the delivery room. While overwhelmed and sad she could not get in touch with anyone else, the client was incredibly grateful Demi could lend support while

"I am truly honored and grateful to be identified as her (only) reliable source of support, especially during this most special time in her life. I wouldn't have had her ever experience it alone. This position is more than just a 'job' to me, it is who I am and the mission I carry with me every day."

she gave birth to her first child.

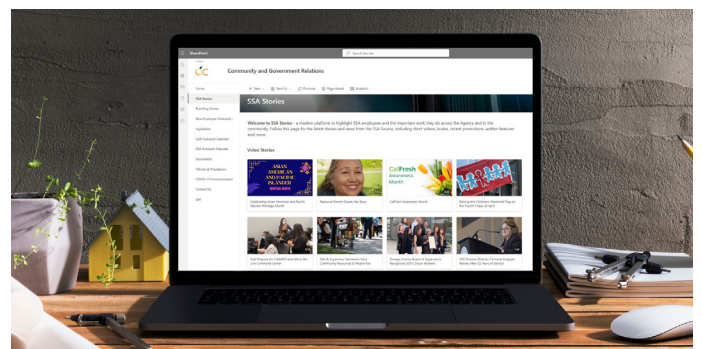
Demi's sharing of herself to fully commit to her clients and this young adult who would have otherwise been alone in a scary, exciting and defining moment in her life serves as a powerful reminder of what it means to be a Senior Social Worker.

We are grateful for Demi Masad's dedication and loyalty to our Orange County clients.

SSA Launches New Communication Resources

Staff now have access to the SSA Branding Guide, a resource that offers tools and best practices for communications within the Agency. Launched in March 2023, the guide aims to create a consistent visual brand identity that reflects the compassion and professionalism of SSA staff. It includes guidelines for using the SSA logo and County of Orange seal, tips on colors, fonts and photos, and options for email signatures, Office templates, and more. You can find the guide and branded materials on the SSA Branding Center webpage by [clicking here](#).

Additionally, two new communication channels are now available for staff. The SSA public-facing Instagram page ([@OCSocialServicesAgency](#)) and [SSA Stories webpage](#) on SharePoint provide platforms to showcase SSA employees and



their work in the community. SSA Stories features short videos, kudos, promotions, written content, and more. SSA Today stories will now be housed on the SSA Stories SharePoint webpage and may be included in future SSA Source weekly emails or Director's Messages. You can visit the SSA Stories webpage by [clicking here](#).

Beyond the Call: Exceptional Service in Action



Priscilla Perez

Eligibility Technician

Priscilla recently received the following words of recognition from a client through a handwritten letter:

“ I had a CalFresh recertification phone interview with Priscilla today and I couldn't be happier with the services she provided. She was very polite, respectful and extremely courteous throughout. I personally thank you and your staff for helping low-income people like myself. ”

Lee Clements

Eligibility Technician

Lee's supervisor relayed the following words of recognition for Lee from another SSA staff member:

“ The General Relief (GR) Appeals Representative reached out to acknowledge the exceptional quality of Lee's hard work processing GR cases and appeals requests. Having worked with Mr. Clements on three previous cases, she extended a sincere kudos to Lee for his patience, dedication and diligence. She also applauded his thorough case narrations. ”



Tracie Pham

Eligibility Technician

Tracie's supervisor relayed the following words of gratitude from a client:

“ The customer wanted to thank you for making her application process a refreshing, positive and overall memorable experience. She was not having a good day, but you were compassionate, attentive and gentle in providing her assistance. She was thankful for your kindness. ”

Beyond the Call: Exceptional Service in Action

Erica Barrales, Jessica Houston and Teri Small

Senior Social Workers

Suzette Prieto and Lisa Delamater

Senior Social Services Supervisors



Erica, Jessica, Teri, Suzette and Lisa all received the following words of recognition from Sonoma County's Redwood Children's Center for their support on a Commercial Sexual Exploitation of Children (CSEC) case:

“ The teamwork I witnessed in the last 24 hours was so exceptional I had to send out something to acknowledge all of you for giving everything you had, and then some, to help this CSEC youth! We may not have gotten the final outcome we had hoped for, but it certainly wasn't because of lack of effort! This is what a CSEC response team should look like between counties! Way to go team! ”

Mariana Davalos

Eligibility Technician

Mariana recently received a handwritten card from a client with the following words of gratitude:

“ Miss Davalos, I'm sending this card that I specifically chose for you, because you are truly an angel to our family. I sincerely wish blessings upon you and those that surround you always. Thank you for all that you do to help this community and the families that live here in Santa Ana. ”



**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!



CFS Field Instructors & Preceptors Lunch Meeting



In December, SSA's Children & Family Services (CFS) field instructors and preceptors enjoyed an appreciation lunch hosted by the CFS Executive Leadership Team and Internship Program.

The event was held to thank them for their commitment in mentoring the Master of Social Work student interns. Then-CFS Division Director Christine Snapper and Deputy Division Directors Ken Santini (retired), Kim Ragen, Scott Burdick and Kristi Fiskum expressed their sincere gratitude for the time and effort the field instructors and preceptors put into developing the next generation. Field instructors say working with student interns provides an opportunity to give back to the field of social work, along with knowing they are making a difference. Other rewards include developing and honing supervisory skills, engaging in personal growth and discovering true strengths.

If you are interested in becoming a field instructor or preceptor, please contact Coordinator Birute Bruzas-Ranes at birute.bruzas-ranes@ssa.ocgov.com.

County of Orange Expands County Community Service Center

BY COMMUNITY & GOVERNMENT RELATIONS

Opened in 2007, the County Community Service Center (CCSC) has evolved into a “one-stop shop,” providing assistance to Orange County residents on everything from health care to housing to services for older adults and children alike. The CCSC was renovated and expanded in May 2022 to increase residents’ access to community and government programs, resources and services.

The CCSC is a County of Orange facility in Westminster managed by SSA’s Navigation Team (Community Engagement) and supported by the Assistance Programs (AP) Outstation team alongside other County and community-based partners. The mission of the CCSC aligns with the County’s overall vision of services to promote the health and safety of its residents.



The CCSC’s expansion included the implementation of a new navigation team that serves as the initial point of contact for all clients. The Navigation Team includes a Navigation Operations Manager (Administrative Manager I), Community Resource Supervisor (Social Services Supervisor I), five Community Resource Specialists (Social Worker II) and two Community Resource Navigators.

When a client visits the CCSC, they are greeted by a navigator who assesses their needs and triages them to the appropriate resources. These can include public assistance benefits from the AP Outstation Team or services from one of several co-located partners such as OC Housing Authority, Office on Aging, OC Health Care Agency, CalOptima Health and Caregiver OC. Additionally, Community Resource Specialists are available to connect clients with services outside the CCSC, such as vital records through the Clerk-Recorder’s office, DMV appointments and Social Security services. Assistance is available in English, Spanish and Vietnamese.



Concurrently with the CCSC’s relaunch, SSA’s AP division also enhanced the Agency’s services at the facility by creating the AP Outstation team, composed of an Administrative Manager I, Social Services Supervisor I, Eligibility Supervisor, five Dual Eligibility Technicians and two Data Entry Technicians. This team supports the CCSC by assisting clients in applying for and receiving CalFresh, Medi-Cal, In-Home Supportive Services (IHSS), CalWORKs and General Relief benefits.

Since May 2022, the CCSC has served over 12,500 clients, with the Navigation Team assisting over 3,000 inquiries. Additionally, the AP Outstation team has processed 984 Medi-Cal, CalFresh and General Relief applications and 1,435 continuing/case maintenance-related inquiries. The team has also successfully issued 375 Electronic Benefit Transfer cards and 20 Cash Assistance Program for Immigrants referrals while providing casework support for IHSS Medi-Cal applications and the Medi-Cal Older Adult Expansion.

“The AP team has done an outstanding job acclimating to the new office location, adapting to the business processes and providing high quality service to our clients at the CCSC,” said Chi Quang Nguyen, AP Social Services Supervisor I. “Our clients have expressed appreciation with the services and level of care provided at the CCSC. It has been a rewarding experience and opportunity to lead such a dedicated and compassionate team as we continue to improve our services and processes.”

With plans to launch a second CCSC location in Brea in 2023, the Westminster CCSC is just one of many examples where integration and greater accessibility is demonstrated at SSA.

Explore Eureka

BY JESSICA MOREIRA

SENIOR STAFF DEVELOPMENT SPECIALIST

Why Eureka?

Eureka is the County's Learning Management System managed by Human Resource Services (HRS) Learning and Organizational Development (L&OD) to help you supercharge your leadership and professional skills. It offers on-demand access to 2,200+ modern eLearning courses, allows you to register for County and Agency-wide training and maintains your employee training transcript.

Who is the SSA Eureka Admin Team?

The Eureka Admin Team is part of SSA's Training and Career Development (TCD). There are three Eureka Admin staff supporting SSA.

What does the Eureka Admin Team do?

The Eureka Admins respond to the Eureka Inquiries (eurekainquiries@ssa.ocgov.com) inbox, build the in-person and virtual Instructor-Led Trainings (ILTs), launch mandatory training assignments and maintain employee training transcripts for federal, state or county reports and audits.

How should you contact Eureka Inquiries?

When contacting the SSA Eureka Inquiries (eurekainquiries@ssa.ocgov.com) inbox, please include the following information:

- Full name (First/Last Name)
- Employee ID
- Exact training title
- Exact support needed; for example, add/remove the assignment, update transcript, troubleshooting, functionality issues, etc.

How are Employee Profiles created?

Eureka profiles are created from the Agency's CAPS+ system. CAPS+ communicates to Eureka when staff is on a Leave of Absence, separates from the County or Agency or has a supervisor change. If there is a profile change, the information needs to be reported to CAPS+ before it is reflected in Eureka. SSA Eureka Admin cannot assist with employee profiles. The Auditor-Controller Office has provided access for Supervisor IDs to be updated via the Employee Self-Service (ESS) system which can be found on the OC Employee Portal. Step-by-step instructions on how to access this new module in ESS can be located [here](#).

What if I'm an Extra Help, Intern or External Partner?

Extra Help, Interns and External Partners do not have access to Eureka profiles. You are encouraged to take compliance training on the External Partner Training page. To learn more contact SSA Eureka Inquiries (eurekainquiries@ssa.ocgov.com).

Is training available? Yes, Explore Eureka – LEARN IT LIVE

The Eureka Admin will be hosting live virtual instructor-led sessions where an expert will cover specific features, functionality and processes. The goal is to provide you with a space to ask all your Eureka questions, get answers from an expert and equip you with the ability to navigate Eureka which will help ensure your success. Join us by searching "Explore Eureka" on Eureka's Learner Homepage.



Employee Promotions

NAME	CLASSIFICATION	DIVISION
Abdipour, Sima	Eligibility Technician	Assistance Programs
Adams, Nadia	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Aguilar, Tomas	Social Services Supervisor I	Family Self-Sufficiency & Adult Services
Alvarez, Thelma	Sr. Social Services Supervisor	Family Self-Sufficiency & Adult Services
Anguiano, David	Sr. Storekeeper	Administrative Services
Aranda, Hugo	Sr. Social Worker	Children & Family Services
Arroyo, Zinnia	Office Specialist	Family Self-Sufficiency & Adult Services
Avila, David John	Warehouse Worker III	Administrative Services
Badillo, Claudia	Social Worker I	Family Self-Sufficiency & Adult Services
Barbosa, Dalia Maria	Social Services Supervisor I	Family Self-Sufficiency & Adult Services
Bolanos, Jan Bernice Raymund	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Bui, Bach Tuyet Thi	Eligibility Technician	Assistance Programs
Calvillo Gudino, Saira Yarerí	Social Worker I	Family Self-Sufficiency & Adult Services
Camarena, Yvette Lucina	Eligibility Supervisor	Assistance Programs
Casas, Miguel Angel	Social Worker I	Family Self-Sufficiency & Adult Services
Castro, Monica	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Caudillo, Alexander	Warehouse Worker III	Administrative Services
Chaffee, Robert Neal	Social Services Supervisor I	Family Self-Sufficiency & Adult Services
Chavez, Jorge	Sr. Social Worker	Family Self-Sufficiency & Adult Services
Christianson, Emily B	Eligibility Technician	Assistance Programs
Cruz, Reynaldo Adam	Sr. Social Worker	Children & Family Services
Dagio, Noemi U	Social Services Supervisor II	Family Self-Sufficiency & Adult Services
Daleo, Stephanie A	Sr. Social Services Supervisor	Children & Family Services
David, Jaymie Bona	Information Processing Technician	Children & Family Services
Driouch, Khalid	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Enriquez, Michelle Ledezma	Social Worker I	Family Self-Sufficiency & Adult Services
Falcon, Christopher E	Group Counselor II	Children & Family Services
Frias, Cristina	Social Worker I	Family Self-Sufficiency & Adult Services

Employee Promotions

NAME	CLASSIFICATION	DIVISION
Gallegos, Diondra Maria	Sr. Social Worker	Children & Family Services
Garcia, Monica A	Eligibility Supervisor	Assistance Programs
Garcia, Veronica	Eligibility Technician	Assistance Programs
Garza, Albert	Storekeeper II	Administrative Services
Gismondi, Raeshma Aniesa	Eligibility Technician	Family Self-Sufficiency & Adult Services
Gomez Darrah, Ryan Anthony	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Gonzalez, Cindy Celeste	Eligibility Supervisor	Assistance Programs
Gonzalez, Susan Yvette	Eligibility Supervisor	Assistance Programs
Gonzalez-Chia, Maria L	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Gorkin, Solange Nichole	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Grimes, Veronica	Secretary III	Family Self-Sufficiency & Adult Services
Gurrola. Alejandro L	Warehouse Worker IV	Administrative Services
Gutierrez, Gladys Z	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Gutierrez, Mario	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Hall, Corderro Demarquiz	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Hayden, Kristen Genise	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Hernandez, Victoria	Eligibility Supervisor	Assistance Programs
Hewey, Susan Mi Yong	Eligibility Supervisor	Assistance Programs
Homik, Gina Elizabeth	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Hosfeld, Thomas Anthony,	Sr. Social Worker	Children & Family Services
Hunter, Ingrid Nicole	Sr. Social Worker	Children & Family Services
Hurtado, Martha	Sr. Social Worker	Children & Family Services
Huynh, Shannon Ngoc Hau	Sr. Social Worker	Assistance Programs
Jimenez, Jacqueline Angeline	Administrative Manager I	Family Self-Sufficiency & Adult Services
Jimenez, Paul A	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Johnson, Luisa Cecilia	Eligibility Supervisor	Assistance Programs
Juarez, Nayelit	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Kahmar, James Frederick	Information Processing Technician	Children & Family Services

Employee Promotions

NAME	CLASSIFICATION	DIVISION
Karir, Geeta	Sr. Social Services Supervisor	Administrative Services
Kelly, Sharday S	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
La Rue, Steven Paul	Sr. Social Worker	Children & Family Services
Leal, Marisol	Sr. Social Worker	Children & Family Services
Lindsey, Helen Margaret	Sr. Social Services Supervisor	Administrative Services
Lipari, Nina Marie	Sr. Social Worker	Children & Family Services
Lopez, Annamarie	Eligibility Technician	Assistance Programs
Lopez, Marcos Ruben	Storekeeper II	Assistance Programs
Luu, San Uyen	Eligibility Technician	Assistance Programs
Macias, Roberto	Warehouse Worker IV	Administrative Services
Marroquin, Maria Elizarraras	Eligibility Supervisor	Family Self-Sufficiency & Adult Services
Matthews, Mardielene Nuestro	Social Worker II	Administrative Services
Meza, Romina April	Eligibility Technician	Family Self-Sufficiency & Adult Services
Moraza, Jonathan Michael	Warehouse Worker III	Assistance Programs
Muniz, Belen	Employment And Eligibility Specialist	Children & Family Services
Munoz, Fidel Beltran	Staff Specialist	Administrative Services
Nguyen, Huong Thi Thu	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Nguyen, Jamie Nhutha	Eligibility Technician	Assistance Programs
Nguyen, Karen N	Social Services Supervisor I	Family Self-Sufficiency & Adult Services
Nguyen, Paul Phu Ngoc	Eligibility Supervisor	Family Self-Sufficiency & Adult Services
Nguyen, Than Hai	Social Services Supervisor I	Family Self-Sufficiency & Adult Services
Nguyen, Tiffany Thao	Employment And Eligibility Specialist	Children & Family Services
Nguyen, Vincent Luan Thuy	Eligibility Technician	Assistance Programs
Nguyen, Vivian	Eligibility Supervisor	Assistance Programs
Noori, Salma	Office Supervisor B	Family Self-Sufficiency & Adult Services
Oldaker, Kristi Kaye	Eligibility Supervisor	Family Self-Sufficiency & Adult Services
Palacios, Jessica V	Group Counselor I	Family Self-Sufficiency & Adult Services
Palafox-Gomez, Jennyfer	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services

Employee Promotions

NAME	CLASSIFICATION	DIVISION
Perez, Daniel	Employment And Eligibility Specialist	Administrative Services
Pinto, Tina Marie	Eligibility Supervisor	Family Self-Sufficiency & Adult Services
Prado, Oyuky Arlin	Administrative Manager I	Administrative Services
Quintana, Alicia A	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Ramirez, Daisy	Social Worker I	Administrative Services
Reynolds, Amy Michelle	Sr. Social Services Superviso	Children & Family Services
Rezkalla, Wael M	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Rizzo, Lorena M	Sr. Social Worker	Family Self-Sufficiency & Adult Services
Rodriguez, Cristian	Warehouse Worker IV	Administrative Services
Rojas, Gladys Evelyn	Data Entry Technician	Assistance Programs
Rosales, Veronica	Eligibility Supervisor	Assistance Programs
Rosecrans, Travis James	Social Worker I	Family Self-Sufficiency & Adult Services
Rosales, Veronica	Administrative Manager III	Assistance Programs
Rosas, Simeon	Staff Specialist	Administrative Services
Rosecrans, Travis James	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Ruiz, Andrea	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Ruiz, Loni Ann	Sr. Social Services Supervisor	Children & Family Services
Saenz, Jennyfer	Eligibility Supervisor	Assistance Programs
Salazar Jimenez, Karina Lizette	Employment And Eligibility Specialist	Assistance Programs
Salib, Enas R	Sr. Social Worker	Children & Family Services
Sandoval, Araceli	Information Processing Technician	Children & Family Services
Schock, Shelly	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Sharma, Reena	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Sibley, Jacqueline Marie	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Siddique, Mohammad Ali	Social Services Supervisor I	Administrative Services
Tao, Sabrina	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Tinoco, Adrianna	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Torres Garcia, Lizbeth Yajaira	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services

Employee Promotions

NAME	CLASSIFICATION	DIVISION
Valdez, Alfredo P	Employment And Eligibility Specialist	Assistance Programs
Valenzuela, Susan	Secretary III	Administrative Services
Valladares, Eva Lucero	Sr. Social Worker	Children & Family Services
Valle, Elsa	Eligibility Supervisor	Assistance Programs
Vela, Elizabeth	Employment And Eligibility Specialist	Family Self-Sufficiency & Adult Services
Velasco Pelayo, Rene	Sr. Social Worker	Children & Family Services
Villa, Maricela	Eligibility Supervisor	Family Self-Sufficiency & Adult Services
Vo, Linh Duy	Sr. Social Worker	Family Self-Sufficiency & Adult Services
Vu, John Khanh	Staff Assistant	Children & Family Services
Vuong, Jennie Hao	Eligibility Technician	Family Self-Sufficiency & Adult Services
Waters, Rodney Christopher	Administrative Manager I	Administrative Services
Zambrano, Jaime	Sr. Social Worker	Children & Family Services

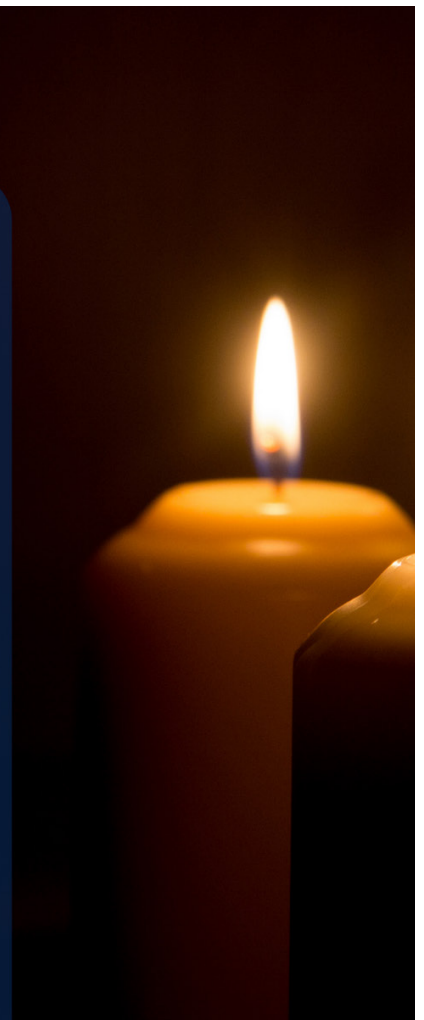
In Memoriam

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

Lupe Dominguez served as an Employment and Eligibility Specialist with Family Self-Sufficiency, having last worked at the former Sand Dollar facility in Anaheim before retiring in 2018. She was the type of person who always offered advice to those around her. She was kind and compassionate to the families she helped throughout her time working for the County. She was beloved by her multiple nieces, nephews, great nephews and great nieces. She will be missed by all who knew her.

Magda Vargas served as a long-time Social Worker II in Children & Family Services. She worked with diligence and devotion in several different programs, most recently in Adoptions, until her retirement over two years ago. Those who knew Magda remember her unfaltering warmth and kindness and her incomparable smile. She was deeply committed to other people and her work with SSA was an expression of this.

Angie Villalpando began her career with SSA in 1994 as an Office Assistant in the Centralized Operations Unit, then made her way to Procurement as a Staff Assistant in 2002, Procurement Buyer in 2005 and Procurement Contract Specialist in 2007. In her 27 years with the County, Angie was an invaluable asset to the SSA Procurement team and the entire Deputy Purchasing Agent (DPA) community. Those who knew her appreciated her sassy, spunky, loving personality and her love for the color purple.

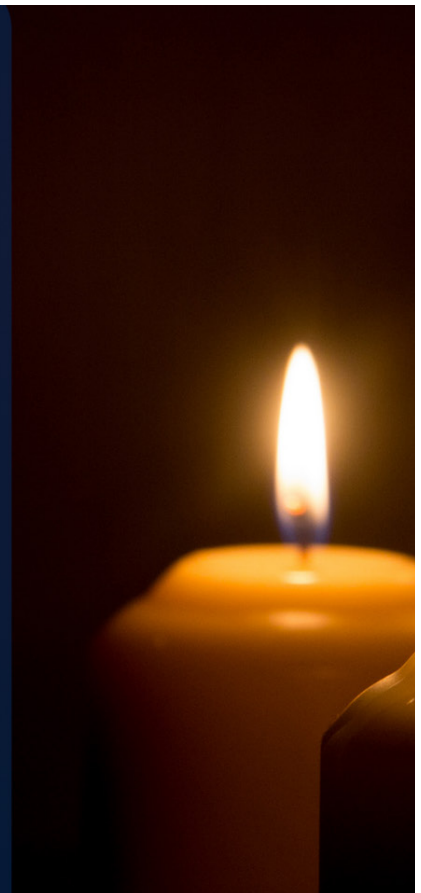


Theresa Rentz worked for Children & Family Services for over 24 years, as a Group Counselor at Orangewood Children and Family Center and as a Senior Social Worker in the Integrated Continuing Services program and at the Child Abuse Registry. She was a kind, loving social worker and friend and will be missed by those who knew her. Theresa is survived by her mother and her brother.

Jenifer Rodriguez most recently served as an Administrative Manager I on the Systems Management and Reports Team (SMART). Jenifer was an exceptional person filled with tremendous positivity and a passion for her family and work. Her profound kind and caring presence will truly be missed.

Merilyn Inigo worked with the County for over 30 years, retiring in 2015. She pioneered new technology while working with the Information Technology department and was instrumental in the development of various applications including CalWIN, TMS, WMS, IEVS, CES, AIM II and the Report Portal. She is survived by her husband, two daughters and grandchildren.

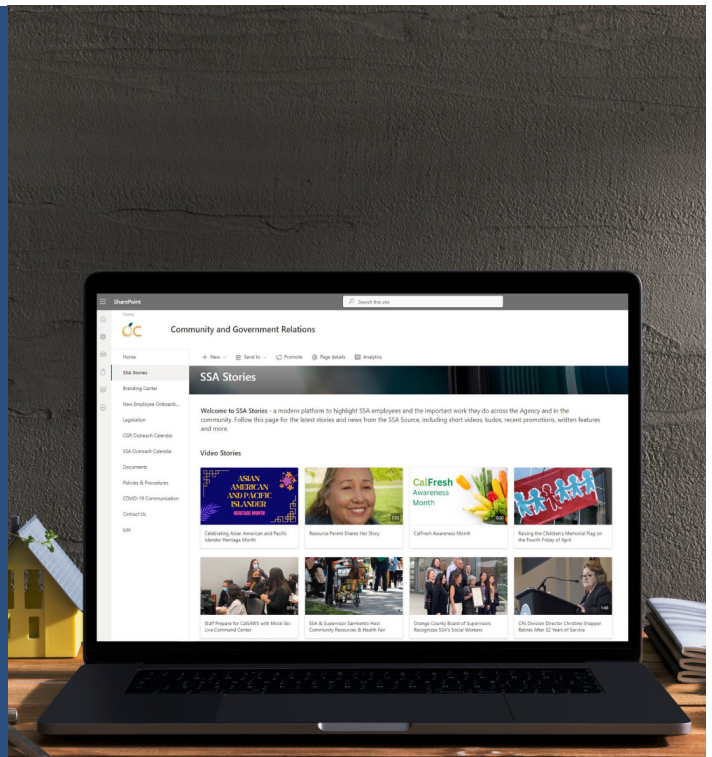
Steven William Dixon dedicated 42 years of his life to SSA, beginning his career in 1978 and retiring June 2020 as an Eligibility Technician with Family Self-Sufficiency at the Santa Ana Regional Center. Steve is survived by his brother and nieces. He was a man of quiet demeanor, greatly interested in the lives of others and a life-long learner journey.



We're Moving to SSA Stories!

Spring 2023 serves 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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