

# OCSSA TODAY

Respect · Compassion · Fairness · Courtesy · Diversity · Creativity · Initiative · Efficiency · **Integrity** · Teamwork · Thoroughness

## THE HEART OF SSA

By Oralía Perez and Melissa Rodriguez,  
Social Services Supervisors I



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The Heart of SSA: Core Values in Action campaign kicked off in November 2018—a journey intended to rediscover and explore our Agency’s eleven core values. Each month we focused on one core value and asked everyone to ponder and discuss how we all demonstrate these values in the workplace. Let’s take a look at how we collectively influenced the way we serve the residents of Orange County and each other.



Our journey began with **Thoroughness**. We asked you to nominate your peers and staff who demonstrated this core value in their work. Next, we focused on **Compassion** and challenged all departments to show their compassion through donations to Operation Santa Claus. This resulted in a significant increase from previous years’ donations. In January, we asked everyone to recognize peers and staff who were "Caught Taking **Initiative**" and post their actions on their program’s bulletin boards.

In February, we turned our focus to **Courtesy** and assisted the Central Regional Office with restocking their Care Closet through a cold weather drive. The intention of this drive was to support our local homeless population with donations of blankets, jackets, shoes and more. Thanks to the generosity of SSA staff, we were able to provide much needed supplies to the Care Closet and give back to our most vulnerable population.



We shifted our efforts in March to encourage **Teamwork** in the workplace and achieved 100 percent participation with bulletin board submissions for an Agency-wide competition. In April, we showed **Respect** by collaborating with partners across the county in support of Child Abuse Prevention month, culminating in the "Go Blue for OC Kids Day." This was followed by **Creativity** in May; many of you exercised your creativity by submitting innovative ideas to improve how SSA conducts business, to streamline internal processes and to enhance delivery of services to residents of Orange County.



We pushed forward in June when the Heart of SSA teamed up with the Multi-Cultural Advisory Committee and encouraged programs to celebrate **Diversity** together. In July, we moved onto **Fairness** and asked staff to reflect on what fairness represents to them. In order to increase **Efficiency**, we encouraged walking clubs and morning team gatherings during the month of August. And finally, we wrapped up our year with a superhero themed Badge of Integrity, encouraging staff to display their **Integrity** super powers.



As we close the 2018-19 Heart of SSA: Core Values in Action campaign and look ahead into the future, we challenge you to keep the momentum going. It is up to us as agents of change to model and live out our Agency’s core values. The Heart of SSA Workgroup wholeheartedly thanks everyone for their valuable contributions via stories from the field, nominations, bulletin boards and creative ideas. Throughout this campaign, it became clearly evident: YOU are the Heart of SSA!

# SSA SPOTLIGHT: EXCELLENCE IN SERVICE

## ORANGEWOOD CHILDREN AND FAMILY CENTER RECREATION DEPARTMENT

The Recreation Department at the Orangewood Children and Family Center (Orangewood) is primarily responsible for planning activities and field trips for the youth residing at Orangewood. The team consists of the following dedicated SSA staff members: James Torris, Senior Social Services Supervisor; Denise Boyd, Social Services Supervisor I; Dustin Gerard, Group Counselor II and Alyssa Cardona, Group Counselor I. Together, they plan, coordinate and facilitate various on-campus activities and off-campus field trips. They also work closely with various volunteer groups that come onsite to coordinate activities for the children.



*Left to Right: Dustin Gerard, Denise Boyd, Alyssa Cardona, James Torris*

Earlier this year, the population at Orangewood skyrocketed. The Recreation Department stepped up to the challenge of responding to the increased on-campus need and was able to quickly coordinate more activities, including offsite field trips.

As a team, they plan various fun, memorable and age-appropriate activities based on the children's interests in order to help them have a positive experience at Orangewood. For the younger children, the team plans different craft activities, science experiments and active games. For the pre-teens and teenagers, they plan many sports games, art activities and movie nights. Since this team spends a lot of time with the youth residing at Orangewood, they collaborate with volunteer groups to develop different activities for the children. All of these activities allow the children to engage in and be exposed to a variety of new and familiar experiences while being at Orangewood. Some special onsite events that took place in recent months were the Second Annual Softball Tournament; several talent shows and karaoke nights; a mud run obstacle course and the grand opening of Orangewood's newly remodeled game room.

Field trips make a significant impact in the children's lives, allowing the youth to leave the daily routine at Orangewood and engage in something fun. This serves as an incentive for the children to be on their best behavior since they may only attend field trips if they had been behaving appropriately on-campus. Some field trips at Orangewood include roller skating, trampoline parks and the Discovery Cube, among others. Aside from the regular excursions, the Recreation Department was also able to facilitate some very special trips for the children at Orangewood, to Knott's Berry Farm, Adventure City, the Second Annual Bike Day at the Park, Snow Day and Beach Day. All of these field trips were filled with new and joyful experiences for many of our community's most vulnerable children.

The Recreation Department at OCFC plays a key role in making sure that the facility runs smoothly. From ensuring that the children stay active on a daily basis, to providing opportunities for them to experience positive, memorable moments, the team is focused on supporting youth during their time at Orangewood. With the holiday season fast approaching, OCFC's Recreation Department continues to plan fun and creative activities for the children.

**Thank you to Orangewood Children and Family Center's Recreation Department on your amazing service and support to children in their time of need. Congratulations on being selected as this month's SSA Spotlight!**

# EFFICIENCY IN ACTION

By Sandra Corona, Social Services Supervisor II



At Orange's Call and Processing Center (OCPC), I enjoy leading a team of experienced and dedicated group of Social Services Supervisors I, Eligibility Supervisors and Eligibility Technicians. I had the opportunity to lead OCPC's efforts in practicing the Heart of SSA core value of *Efficiency* in August.



*Efficiency* in the workplace can be characterized by the work a team completes in a given time period. It is also a measure of the ability to do that work well. During August, I observed different aspects of efficiency being exhibited throughout OCPC and how they were practiced. For example, I noticed our supervisors demonstrating their leadership skills and efficiently facilitating meetings and trainings. Carrying out these duties efficiently provides responsive and high quality service and results for our community while also encouraging professional motivation.



**Pictured:** Several OCPC staff smile for the camera during their walking club session

Last month, OCPC initiated an Efficiency walking club to complement our ongoing mindfulness activities. Both the walking club and mindfulness activities served as key factors for motivating and boosting staff morale. Staff shared their experience with us, reporting that the activities brought calmness to their day, enabled them to focus better on their tasks and created an enjoyable and fulfilling work environment. Overall, staff who actively participated in the activities experienced improvement in their mood, energy, productivity and efficiency. These activities also allowed our staff to improve communication with each other, further enhancing efficiency. By facilitating a spirit of collaboration, partnership and trust, staff are able to more efficiently complete tasks and work together. The end result leads to positive impacts on our community and with our partners internally and externally due to our ability to provide exceptional customer service and deliver quality and responsive services to the community.



**Pictured:** OCPC staff participating in their weekly mindfulness meditation session

Celebrating Efficiency in August 2019 has been a very rewarding experience, especially seeing how we all play an integral part in the success of our Agency. By practicing efficiency throughout the day, we also demonstrate our other SSA core values: **compassion, initiative, courtesy, respect, teamwork, creativity, diversity, fairness, thoroughness, and integrity.**

## COMMUNITY AND GOVERNMENT RELATIONS

Effective September 17, 2019, SSA's Strategic Communications, Legislation, and Policy Team was renamed "Community and Government Relations." This rebranding effort addresses the recent inclusion of the team's Agency outreach coordination responsibility, while maintaining the integrity of the team's existing assignments. In addition to outreach coordination, the Community and Government Relations team will continue to lead the Agency's internal and external communications, legislative program and Agency-wide policy coordination.



**Left to right:** Laura Turtzer, Tassiana Mervilus, Mary Sanchez, Kenya Avila, Kristina Traw, Alyson Piguae, Edgar Hernandez, Chi Pham



# TEEN VOLUNTEER WORK EXPERIENCE PROGRAM

By Monique Anguiano, Office Assistant

SSA has wrapped up another successful summer of the Teen Volunteer Work Experience Program. The six-week program provided participating teens and young adults with valuable work experience, helping them develop their skills in a professional office environment. Thanks to the coordination by Volunteer & Outreach Services and support from 21 different SSA programs, 37 eager-to-learn teens and young adults received the opportunity to showcase their talents while learning new skills, improving their interpersonal skills and experiencing the inner workings of a professional office environment. The volunteers ranging from 16-19 years old contributed a total of over



**Left to Right:** Kenya Avila, Yvette Cervantes, James Lopez, Jen Lin, Rita Torres

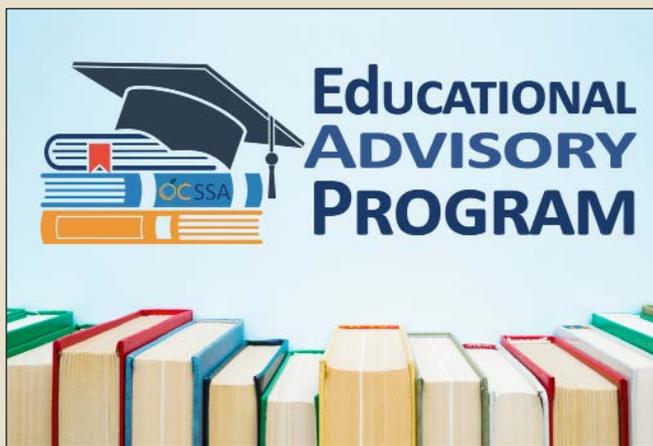
1,900 hours of service to SSA! Many participating teens expressed their appreciation for SSA in providing real world work experience that will have a lasting impact on their career development. Similarly, each participating SSA program lead expressed their excitement in hosting the volunteers and how gratifying it was to be a part of the teens' learning experience.

Do you want to be part of enriching a teen's life next year? Please consider hosting teen volunteers in your SSA unit in July 2020. The experience is mutually rewarding! For more information regarding the Teen Work Experience Program, please contact Eileen Nguyen at (714) 825-3219 or [Eileen.Nguyen@ssa.ocgov.com](mailto:Eileen.Nguyen@ssa.ocgov.com).



**Left to Right:** Ethan Lin and Raj Chellani

## THE EDUCATIONAL ADVISORY PROGRAM



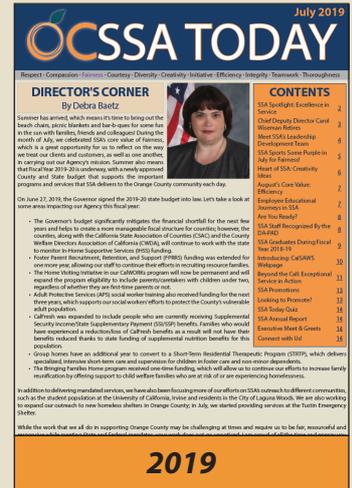
The purpose of the Educational Advisory Program (EdAP) is to encourage, assist and coach employees who are pursuing or planning to pursue higher educational goals. The program supports SSA's goal of providing employees with opportunities for professional development and growth.

Staff who are pursuing higher education, or are contemplating doing so, will benefit from the support provided by EdAP that will foster success and better prepare them for promotional opportunities or for new roles/program assignments. This program aligns with SSA's efforts for succession development and staff retention.

EdAP assists in leveraging internal and external resources to coach, support and facilitate a positive experience among staff who are attending academic programs while working concurrently. The program pairs Participants with Educational Coaches who have experience balancing work/life while pursuing higher education. Educational Coaches assist staff with exploring educational options such as offering information about colleges and universities, introducing staff to school representatives, financial aid, admission processes, programs such as the California Social Work Education Center (CalSWEC) program, public speaking programs such as Toastmasters, resource fairs, trainings and the Educational and Professional Reimbursement Program (EPRP).

In October 2019, EdAP will be launching its second cohort. Applications for Participants and Educational Coaches are currently being accepted until October 4, 2019. To download application forms or find more information about EdAP, please visit the [EdAP webpage](#). For questions, please email [EdAPInbox@ssa.ocgov.com](mailto:EdAPInbox@ssa.ocgov.com).

# SSA TODAY NEWSLETTER READERSHIP SURVEY



The SSA Today Newsletter has seen a lot of change over the years. We invite you to take a short survey to let us know your thoughts and what you would like to see more of in the future. Responses will be confidential. Thank you in advance for your participation.

To complete this short survey, click [here](#).

## CFS BACKLOT PICNIC 2019

When you work with the kind of amazing, dedicated people found in Children & Family Services (CFS), the steps to putting together a great parking lot picnic are easy.

**Step 1:** Have the CFS Events Committee members plan the picnic for September 5th at the 744 Eckhoff parking lot and ignore it being super hot that day.

**Step 2:** Enlist the help of the Orange County Employees' Association to serve over 700 hot dogs along with veggie dogs, chips, salad, soda and water.

**Step 3:** Feature the talents of the band Yesterday's News for live iconic rock music. (Note SSA band members: Administrative Manager I Bob Abair, Deputy Division Director Scott Burdick, and former Deputy Division Director Bob Gallagher.)

**Step 4:** Receive support from multiple programs and staff in hosting several activities and games, such as a Splash Bucket, cake walk and ice cream floats. Include a bake sale and prize basket raffle.



**Step 5:** Thank all CFS staff for a wonderful turnout and all SSA leadership involved for their full support and participation.

**Step 6:** Express gratitude to everyone who helped in constructing such a successful event.

# BACK-TO-SCHOOL YUMMY APPLE BREAD

By Tiberina Ugarcovici, Administrative Manager II



School is back in session and the leaves are turning orange. You know what that means, right? It's time for pumpkin spiced lattes and Yummy Apple Bread. The following recipe has been tested by the Ugarcovici family (recipe obtained [here](#)) and shared countless times with Family Self-Sufficiency & Adult Services division staff, so you know it's delicious. Enjoy!

## Ingredients:

- Cooking spray
- 3 cups all-purpose flour
- 1 teaspoon baking soda
- 1 teaspoon salt
- 1 cup chopped walnuts (optional)
- 3 cups apples (peeled, cored and chopped)
- 1 cup vegetable oil
- 1 cup white sugar
- 1 cup brown sugar
- 1 teaspoon vanilla extract
- 3 eggs, beaten
- 2 teaspoons ground cinnamon

## Directions:

Preheat oven to 300 degrees Fahrenheit (150 degrees Celsius). Prepare two loaf pans (8 1/2 x 4 1/2-inch loaf pans) with cooking spray.

Mix flour, baking soda, salt, walnuts and apples in a large bowl. Whisk oil, sugar, eggs, vanilla and cinnamon together in a small bowl; add to flour mixture and mix until just moistened. Evenly divide mixture between prepared loaf pans.

Bake in preheated oven until a toothpick inserted into the center comes out clean (for about an hour and 20 minutes). Cool in the pans for 10 minutes before removing to cool completely on a wire rack.

## BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



### Isabel Loor, Senior Social Worker (SSW)/Children & Family Services

SSW Isabel Loor of the Extended Foster Care Program recently received the following words of acknowledgement from her colleague, SSW Rose Draft, for the excellent and positive impact she has had on one of her clients:

*"Isabel's client will be turning 21 this October and is currently in her final year in college, working, doing community service and going to school full-time! She really utilizes all of her resources to be able to save and meet her financial obligations. I tell you this to compliment Ms. Isabel and her part in the client's successes. It is very obvious that Isabel has worked with her client a lot in preparing her for emancipation from Foster Care."*

### Debbie Cabrera, Data Entry Technician (DET)/Assistance Programs

Office Supervisor C Toni Abbate shared the following words of recognition for DET Debbie Cabrera at Orange's Call and Processing Center (OCPC) from a client:

*"A customer called to acknowledge Debbie for the excellent customer service she received. The caller said that her mother suffered a shattered hip and wrist and was overwhelmed waiting to speak with someone about Long-Term Care. The caller stated that Debbie helped her fill out an application over the phone. When she went to follow up the next day, everything was taken care of. She wanted us to know the assistance she received exceeded her expectations. The caller said Debbie was very compassionate and she was amazed at how fabulous Debbie was!"*



# BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



## Edgar Hernandez, Staff Specialist/Agency Administration

Staff Specialist Edgar Hernandez of the Community and Government Relations team received the following words of gratitude from several staff members for his recent demonstration on the Comprehensive Agenda Management System (CAMS):

*"I wanted to take a moment and thank Edgar for his vision and support. What initially started out as a learning expedition in document management workflow ended up being an inspirational journey of potential reality to address document management challenges for our policy team in Children & Family Services (CFS). Edgar was gracious to coordinate a demonstration and discussion with County Executive Office (CEO) resources based on our unique needs. Conversations with both Van Au and Leah Shook (from CEO) encouraged us to critically think about our business needs and look inward with existing SharePoint functionality. Thank you Edgar for providing a glimpse of synergy across agencies!! Hopefully, this is the first of many collaborations, especially as IT shared services transition planning begins."*

-Donovan Bayron, Administrative Manager I

*"Edgar's responsiveness and great customer service was amazing! We can't thank him enough for taking time out of his busy day to afford us an opportunity to learn and grow. It was very informative for us to see some of the technical functionality being utilized in the County, and it gave us hope in the ability to upgrade our workflow process one day soon!"* -Alix Kaainoa-Thomas, Senior Social Services Supervisor

## Ana Arevalo and Kristy Barnett, Social Services Supervisors I (SSSI)/Family Self-Sufficiency & Adult Services

SSSIs Ana Arevalo (left) and Kristy Barnett (right) of the Family Self-Sufficiency Quality Assurance Team recently received the following words of appreciation from fellow colleagues for their support with the Committee to Assess the Reduction of Errors (CARE):

*"Kristy, thank you for all of your help. You made the CARE process easy to understand. We will follow your direction to update the case record and the case will be ready by the CARE meeting. Thanks again for your support!"* -Carol Salazar, Eligibility Supervisor

*"This Pre-CARE process was very informative and educational the whole way through. Your support was exceptional throughout and your direction clear and specific. Thank you."* -Phillippe Moreno, SSSI



## Audelia Mendez, Eligibility Technician (ET)/Assistance Programs

Call Agent ET Audelia Mendez of Orange's Call and Processing Center (OCPC) recently received the following words of recognition and gratitude from a client, as shared by Eligibility Supervisor Bich-Ngoc Tonnu:

*"A Medi-Cal customer called to acknowledge Audelia for her great customer service. She wanted to thank Audelia for being polite, patient, kind and helpful. She stated that Audelia helped her with her Covered California case and said she was so impressed with Audelia's service that it made her day! Thank you so much for your awesome service Audelia and for demonstrating SSA's core values of compassion, courtesy and efficiency."*

## Esther Tung, Social Worker II (SWII)/Family Self-Sufficiency & Adult Services

SWII Esther Tung of the In-Home Supportive Services (IHSS) program was presented with Adult Services' "You Rock Award" for the month of September 2019. The following words of recognition were shared about Esther by her colleagues:

*"I have long admired Esther for her outstanding phone and writing skills. She speaks with her clients with respect and thoughtfully explains the structure, protocol and limitations of IHSS. Her poise and bearing makes her a pleasure to be around. Esther personifies the grace, dignity and professionalism that should be the face of SSA. She has the skills and temperament I always hope to find in a leader. I hope that she will be recognized so that we can all benefit from the model of a character so fine."*



# BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

## Aliso Viejo Regional Center (AVRC) staff/Assistance Programs

AVRC staff recently received the following compliment from a client:

*"I'm taking the time to let any and all supervisors or managers for the Social Services Agency know what an exceptional job your staff, security and reception office staff provide each time I come in and/or my fiancé comes in! I appreciate the friendly service as well as how helpful and knowledgeable everyone is here! I am writing this in hopes all can be recognized for their services including security. It's the staff and security that truly make a difference! Thank you for employing fantastic people."*



## David Soto, Social Worker II (SWII)/Family Self-Sufficiency & Adult Services

SWII David Soto of the In-Home Supportive Services Program (IHSS) recently received the following words of gratitude from a client, as shared by Social Services Supervisor I Jeannette Trevarthen:

*"David was very kind and patient. The client said she has Stage 3 cancer, has a lot of doctor appointments, cancelled on David a couple of times and had him reschedule, and David was nothing but patient. The client said David was compassionate, patient and really explained the forms. She closed by stating David is very, very patient and super good. She wanted to call and compliment as people should not call only to complain."*

## Sumit Sapra, Deputy Division Director/Family Self-Sufficiency & Adult Services

Deputy Division Director Sumit Sapra recently received the following words of gratitude from Social Services Supervisor I Melissa Thomas:

*"Imagine this, it's Friday, your long-awaited, well-deserved day off. You're spending time with your family and you receive a call on your work cell phone.*

*Navigating through your voice messages, you hear a request for your presence to be a keynote speaker at a New Supervisor Orientation at 8 a.m. that upcoming Tuesday morning.*

*Truthfully, no one would expect you, a Deputy Division Director, to work this last-minute request into your busy schedule.*

*Empowering others is so important to you that you choose to demonstrate one of our 11 core values when you pick up the phone and respond with a "How can I help?"*

*Graciously and without hesitation, you offer 30 minutes of your time to the New Supervisor Orientation even though you already had a 9 a.m. appointment at a separate location.*

*Responding to the needs of our newly promoted leaders, you shared your journey through the County, offered lessons learned and, most importantly, inspired them to strive for a culture of excellence.*

*Investing in our future, setting an example and allowing our future to grow with your leadership.*

*Together, we are one Agency moving forward, serving our community.*

*Yes, Sumit Sapra, Deputy Division Director, we want to thank you for your time, energy and sharing of knowledge.*

*On September 10, 2019, above was the experience I had with Sumit. As the "New Supervisor Orientation" Coordinator, I wanted to share with the rest of the Agency that our future is in good hands. We are looking forward to what will come."*



## IN MEMORIAM

SSA would like to recognize the recent passing of an SSA employee. Please keep her family and friends in your thoughts during this difficult time.



## Victoria Torok, Senior Social Worker/Children & Family Services

# SSA PROMOTIONS

EMPLOYEE NAME	CLASSIFICATION	DIVISION
AYALA, MYRNA MARIBEL	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
BOLANOS, JAN BERNICE RAYMUND	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
BOONE, JEREMIAH RAY	SENIOR SOCIAL SERVICES SUPERVISOR	CHILDREN & FAMILY SERVICES
CERDA, ROCIO	SENIOR SOCIAL WORKER	CHILDREN & FAMILY SERVICES
DELGADO, JESSICA	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
DIAZ, BENJAMIN ORLANDO	ADMINISTRATIVE MANAGER I	AGENCY ADMINISTRATION
DUARTE, EVELYN JEANETTE	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
EILER, DAVID ALLAN	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
ESCALERA, LAURA HERMINIA	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
FARHAT, EVE NEWHALL	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
GALLON, DENISE M	STAFF SPECIALIST	AGENCY ADMINISTRATION
GIBSON, VELINA IRENE	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
GONZALEZ, ROSA	SENIOR SOCIAL WORKER	CHILDREN & FAMILY SERVICES
GUILLEN, PATRICIA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
HERNANDEZ, MARIA GUADALUPE	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
HERNANDEZ, RICARDO ADAN	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
HILL, BRITTANY REBECCA	GROUP COUNSELOR TRAINEE II	CHILDREN & FAMILY SERVICES
HO, HUYENCHAN THI	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
JIMENEZ, SIERRA MARIE	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
LOMOV, ALEXANDER SEMYONOVICH	SOCIAL SERVICES SUPERVISOR I	ASSISTANCE PROGRAMS
LOPEZ, MIGUEL AUGUSTIN	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
LOPEZ, VICTOR	SENIOR SOCIAL SERVICES SUPERVISOR	CHILDREN & FAMILY SERVICES
MAGALLON, SANDRA G.	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
MARIN CORREA, MAURICIO	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
MARTINEZ, SARAH ANN	SENIOR OFFICE SUPERVISOR (C/D)	ASSISTANCE PROGRAMS
MCBRIDE, BRETT J	ACCOUNTING SPECIALIST	AGENCY ADMINISTRATION
MEDINA, ROGER	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
MERVILUS, TASSIANA	ADMINISTRATIVE MANAGER I	AGENCY ADMINISTRATION
NGUYEN, CHI QUANG D	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
NGUYEN, MAI-THANH	ADMINISTRATIVE MANAGER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
NGUYEN, TRISTY TRINH	SENIOR SOCIAL WORKER	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
OBILLOS, MARIFE G	SOCIAL SERVICES SUPERVISOR I	ASSISTANCE PROGRAMS
PADILLA, AIDE	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PEREZ, ASHLEY ELIZABETH	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PHAM, TAYLOR NGUYEN	ELIGIBILITY SUPERVISOR	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
POLEE, REBECCA	STAFF SPECIALIST	CHILDREN & FAMILY SERVICES
PRADO, MICHAEL ANGEL	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
QUINTANILLA, SUSANA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
RAMIREZ, OSCAR	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
SOTO, DAVID JOSEPH	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
SRIPHANLOP, PATHU	ADMINISTRATIVE MANAGER I	AGENCY ADMINISTRATION
VACA, ROCIO	SENIOR SOCIAL SERVICES SUPERVISOR	CHILDREN & FAMILY SERVICES
VELA, ELIZABETH	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
VU, DANG M	ADMINISTRATIVE MANAGER I	AGENCY ADMINISTRATION
VU, VIVIAN KIMHIEN	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
ZAMBRANO, ROBERT	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS

# LOOKING TO PROMOTE?

Be sure to stay up-to-date on current job opportunities here at SSA and throughout the County! Here are the current recruitments at SSA:

Job Title	Deadline to Apply
Eligibility Technician	Continuous
Group Counselor Trainee I/Group Counselor Trainee II/Group Counselor I	Continuous
Information Technologist I	Continuous
IT Systems Engineer II	Continuous
Laundry Worker	Continuous
Senior Social Services Supervisor	Continuous
Senior Social Worker	Continuous
Social Worker I/II	Continuous
Sr. Information Technologist	Continuous

To learn more about these positions, sign up for job alerts and/or apply, click [here](#).

## JOIN THE MCAC!



The mission of the Multi-Cultural Advisory Committee (MCAC) is to provide a means to address diversity and multi-cultural issues within SSA and to ensure the delivery of culturally sensitive and competent services to the community. The MCAC consists of a cross-section of management and non-management employees representative of the diversity of the Agency and community and serves as a forum for various cultural groups to address issues of diversity within the workforce of SSA, as well as acting as a resource to provide culturally sensitive services to our clientele. Presently, there are five subcommittees of the MCAC, welcoming all interested employees to join them and participate in their activities.

To learn more about the MCAC and its subcommittees, click [here](#). Feel free to contact any of the subcommittee members for more information on how to join and participate!

## CONNECT WITH US!



<https://twitter.com/OrangeCountySSA>



<https://www.facebook.com/OCSSA1>

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To download a submission form for the newsletter, click [here](#). To contact the committee, please email [SSAToday@ssa.ocgov.com](mailto:SSAToday@ssa.ocgov.com).

Do you have questions or comments for the SSA Executive Team? Email questions, comments or suggestions to: [directorscorner@ssa.ocgov.com](mailto:directorscorner@ssa.ocgov.com)