

OCSSA TODAY

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

DIRECTOR'S CORNER

By Debra Baetz



Fall has arrived and I hope you are all taking some time to enjoy the cooler weather with family and friends. School is also back in session for many staff who have taken the steps to move forward in their educational journeys and prepare themselves for greater opportunities to support SSA and our County's residents. Additionally, the Heart of SSA campaign is coming to a close this month, having brought staff across our four divisions together over the last year to celebrate our Agency's 11 core values and to show how we put these values into action. Although the campaign is ending, our work with the community does not, which is why it is vital for us to carry on the spirit of the campaign by continuing to demonstrate our core values in all that we do.

As we approach a new year with a stronger awareness of our Agency's core values, I now want to encourage each of you to think outside of the box and beyond the boundaries of our units, departments, divisions and even the Agency. You will soon hear about SSA's upcoming Innovation Challenge, so I invite you to begin considering how we can better enhance, support and integrate services to ensure a more comprehensive and seamless experience for our clients, to help strengthen our interactions with them and/or to help streamline processes that improve SSA service delivery. Be creative, and dream big! No idea is too big or too small. Ask yourself, "How can we better serve our clients and customers, both individuals and families alike, more holistically through the many programs and services that we offer to them?"

Let's consider some current examples of what "integrated services" might look like:

- At the State level, all of California's 58 counties have been working together to develop and implement the California Statewide Automated Welfare System (CalSAWS), a single streamlined system intended to integrate data and connect social services agencies across California, making all of our assistance programs more easily accessible to the community.
- The County of Orange, through the Office of Care Coordination and Continuum of Care System for the homeless, engages with County agencies, cities and community-based organizations to prevent and address homelessness, coordinate public and private resources to meet the needs of the OC homeless population and promote integration of services throughout the community to enhance and improve our response to this critical issue.
- As an organization that administers many impactful programs and services, SSA regularly looks for partnership opportunities among its own programs as well as with other County and community organizations to enhance service delivery to the clients we serve. As an example, the Child Abuse Services Team (CAST) has been recognized as the national model for how child advocacy centers should operate. Through our collaboration with law enforcement, the District Attorney's office, Health Care Agency, medical providers, therapists, volunteers and other community partners, CAST interacts with child victims of abuse or neglect from a single, child-friendly center, working to reduce secondary trauma associated with the interview process while providing compassionate and holistic care from the moment they first step through our doors.

Over the coming months, you will hear more from me and SSA leadership about our growing need for integrated service delivery at SSA, both internally and externally. You will also have an opportunity to take ownership and participate in developing breakthrough ideas that will help us better meet client needs. Be on the lookout for more information about SSA's Innovation Challenge in the coming months. Until then, as the upcoming holiday season approaches, be safe and continue to shine in all that you do!

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SSA SPOTLIGHT: EXCELLENCE IN SERVICE

CALWORKS HOME VISITING PROGRAM

Beginning early July 2018, SSA accepted an invitation from the California Department of Social Services to participate in the California Work Opportunity and Responsibility to Kids (CalWORKs) Home Visiting Initiative (HVI). Initially as a short-term, voluntary and evidence-based pilot, participating counties provided data collection and early program outcomes which resulted in HVI's evolution to what is now known as the Home Visiting Program (HVP).

HVP works to pair new parents with a nurse or trained professional who makes regular visits to the participant's home to provide guidance, coaching and access to health and social services and aims to:

- Support positive health development and well-being outcomes for pregnant and parenting people, families and infants born into poverty
- Expand future educational, economic and financial capability opportunities
- Improve the likelihood that low income families will exit poverty



Left to right: Tiberina Ugarcovici, Dianne Didio, Donna Jefferson, Amber Nowak, Nadia Moradi
Not pictured: Rosa Rico, John Parr

The program is based on research studies that indicate early intervention tools, like evidence-based home visits, help reduce or prevent the effects of adverse experiences for children. Home visitors, who are often social workers and/or nurses, provide parenting education and other health and home assistance to at-risk parents. Specific HVP supports and resources include:

- Prenatal, infant and toddler care
- Infant and child nutrition
- Child developmental screening and assessments
- Parent education, parent and child interaction, child development and child care
- Job readiness and barrier removal
- Referrals for domestic violence and sexual assault, mental health and substance treatment services, as applicable

The integration of home visits with CalWORKs services provides additional opportunities to connect parents with necessary resources, help improve parenting skills and household order, and works to ensure children have a safe and nurturing environment in which they can grow and thrive.

With coordinated and collaborative efforts led by members of the Family Self-Sufficiency and Adult Services (FSS & AS) Policy and Quality Assurance (PQA) team, SSA contracted with the Children and Families Commission (also known as the First 5 Orange County) as our service provider for the CalWORKs Home Visiting Program.

By all accounts, SSA has witnessed positive outcomes through the implementation of HVP. Early successes have been a result of strong Agency and collaborative community partnerships, reminding us that together, we can make a difference. Due to the strength of these partnerships and our collective efforts, SSA staff have made 153 HVP referrals; 103 families of which are currently receiving home visiting services.

Thank you to the HVP coordinators from FSS & ASPQA, along with the other countless FSS and Agency Administration staff who assisted and collaborated with the planning and implementation of the HVP program. Their hard work and dedication to serving our CalWORKs families is very much appreciated and applauded!

SSA COMES FULL CIRCLE WITH ALL CORE VALUES FOR OCTOBER!



CORE VALUES BULLETIN BOARD COMPETITION

As the Heart of SSA: Core Values in Action campaign wraps up this month, all of SSA's teams got together for one more competition by decorating their bulletin boards around the theme of All SSA Core Values! The Heart of SSA workgroup members threw in their votes and selected Anaheim Regional Center's bulletin board as the winner! Coming in second was Orange's Call and Processing Center, followed by Children and Family Services Court Services and CalWORKs East, which tied for third! Thank you to all SSA teams that submitted their bulletin board designs in recognition of All SSA Core Values!

2nd - Orange's Call and Processing Center



1st - Anaheim Regional Center



3rd - CFS Court Services & CalWORKs East



EMPLOYEE EDUCATIONAL JOURNEYS IN SSA

By Evelyn Cruz, Administrative Manager I



I have worked at SSA for 27 years and decided to pursue the Master of Arts in Psychology (with an emphasis in Marriage and Family Therapy) at Brandman University while working full-time as an Administrative Manager I in the Family Self-Sufficiency & Adult Services division. I made the decision to go back to school because I enjoy helping people create positive changes on their lives. I knew this degree would enhance my comprehension of human behavior and cognition.

Time management and working around schedules was challenging, but after two and a half years of classes, tons of essays, tests, interviews and lots of coffee, I graduated! I am now registered as an Associate Marriage and Family Therapist at the Board of Behavioral Sciences and continue providing psychotherapy services.

During my pursuit of the master's degree, I also participated in an internship at Catholic Charities, where I provided psychological therapy to individuals, couples, children and teens. I addressed anger management issues, communication conflicts among couples, anxiety, depression, personality disorders and life transitioning difficulties.

Some tips that helped me to manage school, personal life and work are:

- Plan your schedule, be organized, maintain an agenda and update it on daily basis
- Utilize resources available to you and don't be afraid to ask for help
- Prioritize your activities
- Take care of yourself and have fun

I am thankful to SSA for the support I received while achieving this milestone and for offering the Educational and Professional Reimbursement Program. I met wonderful people and made new friends while enhancing my knowledge and skills. My advice to staff? Go back to school! Achieve your goals, you can do it. As B.B. King once said, "The beautiful thing about learning is that nobody can take it away from you."

(Do you have a story to share about your educational journey as an SSA employee? Submit your story by emailing the EdAP Inbox at edapinbox@ssa.ocgov.com. Learn more about EdAP and other educational resources by visiting the [Training & Career Development Resource Page](#).)

ORANGE COUNTY FOSTER FAMILY PICNIC

On September 15, SSA, together with LA CASA, a non-profit partner with the Orangewood Children and Family Center, and the Orange County Foster Care Auxiliary, sponsored the 35th Annual Orange County Foster Family Picnic. According to Patty Nichols-Prell, Senior Social Services Supervisor and Resource Family Liaison, "This yearly event is focused on providing our resource families and foster children with a festive day of fun and normalcy." She continued, "The picnic provides an opportunity for families to create positive, bonding memories, which are so very important to helping our children grow and thrive."

The picnic was attended by approximately 400 Orange County foster and resource families and their children for a day of family fun. Attendees walked the "Red Carpet of Fun" and enjoyed carnival games and rides, music, food and loads of entertainment.



Pictured: Hello Kitty (Stephanie Daleo) and Michelle Schmitz



Pictured: Olaf (Walter De Azambuja) and Princess Elsa (Sayra Arreguin)



Pictured: Spider-Man (David Harper) gives one of the children a friendly neighborhood fist bump

ARC AND GGRC BUILDOUTS

By Maria Jaques, Social Services Supervisor II, and Victoria Savala, Administrative Manager I

The Assistance Programs and Family Self-Sufficiency & Adult Services divisions, in partnership with Facilities and Emergency Management Services, Information Technology, contractors and vendors, recently coordinated the successful refurbishment of two SSA regional offices, using funds that were set to expire at the end of the previous fiscal year and expediting needed improvement for those facilities.

Anaheim Regional Center (ARC) and Garden Grove Regional Center (GGRC) both received extensive renovations, undergoing simultaneous buildouts from January through June 2019 that resulted in much needed furniture replacement and facility upgrades. Below are some highlights of the improvements that were made to each regional office:

ARC:

- New modular furniture throughout with motorized sit-to-stand desks
- Multi-purpose training room
- Expanded PC lab
- New lunchroom
- Reconfigured clerical area
- New FSS lobby workstation
- Five staff collaboration areas
- Additional interview room space



Pictured: One of ARC's staff collaboration areas



Pictured: ARC's new lunchroom



Pictured: GGRC's expanded lobby

GGRC:

- New modular furniture throughout with motorized sit-to-stand desks
- Multi-purpose training room
- New lunchroom
- Expanded clerical area
- Expanded conference room
- Additional conference room
- Expanded lobby with addition of one reception window
- Expanded concierge desk with two full workstations
- Six staff collaboration areas



Pictured: One of GGRC's staff collaboration areas

Communication and collaboration with every team member and partner was key to the success of this project and helped alleviate the overall impact to staff while maintaining continuity of services to the customers we serve. Following the improvements, staff voiced their appreciation for the modernized workstations, reflecting a boost in morale. The ergonomic benefits of the new workstations were instrumental to the positive responses received. Furthermore, the addition of collaboration areas is a new concept at SSA's regional offices and their placement throughout GGRC and ARC are intended to invite staff to come together for discussions in an informal setting, to foster creativity and innovation. Overall, the open concept plan incorporated at both facilities has been met with praise, transforming the workplace to a more effective and modernized environment that will benefit staff for years to come.



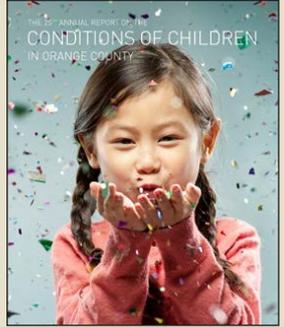
Pictured: ARC's reconfigured clerical area



Pictured: GGRC's expanded conference room, which can also be converted for training room use

25TH ANNUAL CONDITIONS OF CHILDREN REPORT

The 25th Annual Conditions of Children in Orange County report was recently released, offering a comprehensive assessment of the health, economic well-being, education and safety of the County's children. A 25-year retrospective shows the changing landscape into which children are born, as well as improvement for the lives and well-being of Orange County's youth:



- **Population Size:** Children make up a smaller proportion of our total population; about 10,000 fewer babies are born compared with 25 years ago.
- **Financial/Economic Well-Being:** Orange County unemployment is comparatively low at 2.6 percent; in 1995 it was double that rate at 5.2 percent.
- **Good Health:** The majority of Orange County moms are seeking early prenatal care - higher than 25 years ago, while teen births have dropped dramatically and the rate of infant mortality has been cut in half.
- **Academic Improvement:** A greater percentage of students are completing college preparatory classes.
- **Safe Homes:** The juvenile arrest rate has plummeted over 25 years and substantiated child abuse rates have been cut nearly in half.

This year's report includes a special focus on risk and protective factors contributing to children's mental health and a new indicator on chronic school absenteeism. To find out more about the other indicators and read the full report, please visit: <http://www.ochealthinfo.com/phs/about/family/occp>.

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

Clette Fladger, Office Supervisor C (OSC)/Children and Family Services

OSC Clette Fladger was recognized as the CFS Employee of the Month for September 2019. The following words were shared about Clette from her team members:

"Clette exemplifies all of the SSA values every day; however, the Teamwork value that she demonstrates specifically stands out. Every day she asks how each of her employees is doing and if for any reason any of us feels overwhelmed, she helps delegate our workloads or she even takes the time to learn what exactly we do so she can do it herself. She is always willing to help us, even if it's going to do the mail for us if she sees that we are busy. She is part of our TEAM, and is the TEAM leader. Her positive approach to teamwork and helping out others, trickles down and inspires all of her employees to adopt that same positive and helpful mindset. Since we got her as a supervisor a little over three years ago, our team has gotten even stronger and feels more like a family. Clette is a go-getter and a hard worker, so whenever she has downtime, she doesn't take advantage of it. She goes around seeing what she can do to help others. She is always on some kind of committee, demonstrating her team spirit and offering her unique and creative perspective. She inspires and motivates others to go the extra mile, like she always does. In the past three years, I don't think she has ever once called out sick... she is always here for her TEAM and ready to put her all into her work."



Shirley Downie, Eligibility Technician (ET)/Assistance Programs

ET Shirley Downie of Orange's Call and Processing Center recently received following words of recognition from a client, as shared by a supervisor:

"A customer stated he does not take the time to express his feedback for customer service, but he needed to make an exception for you. He said you were friendly, quick and knowledgeable. He stated he could not say enough good things about you. Thank you for representing the Call Center in a positive way and for your outstanding customer service."

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

Stephanie Carroll, Project Specialist/Family Self-Sufficiency & Adult Services

Project Specialist Stephanie Carroll of the In-Home Supportive Services Public Authority's Registry Department was selected as the recipient of Adult Services' You Rock Award for October 2019. The following words were shared about Stephanie:

"Her attitude is exquisite and beyond. I have watched her day after day. She comes with a smile of kindness. She greets customers, clients, providers and people she interviews with positive attitude. The customers are always leaving with gratitude because of her warmth and kindness, which I call 'professional assertiveness.' Stephanie has great professional strengths such as being a team player and leader, and she is willing to take on other challenges that help the Registry Department, the Public Authority and the IHSS program."



Mary Sanchez and Laura Turtzer, Administrative Manager I's (AMIs)/Agency Administration

AMIs Mary Sanchez and Laura Turtzer of the Community and Government Relations team recently received the following words of recognition and gratitude from Vanessa Burdick, manager at PEACE Community Resource Center:

"Laura and Mary did an ABSOLUTELY phenomenal job. Wow! We are so truly grateful for your partnership. Thank you very much. The time and caring they put in to their presentation made a tremendous impact. We had representatives here from Anaheim, Irvine, Lake Forest, San Clemente and our San Juan Capistrano campuses. Thank you again. We learned so much from them. Thank you for sending your 'A' Team!"



Rosalva Garcia, Senior Social Worker (SSW)/Children and Family Services

SSW Rosalva Garcia of the Court Services program was recognized as the CFS Employee of the Month for August 2019. The following words were shared about Rosalva from her team members:

"Rosalva exemplifies each and every one of the 11 SSA values and especially respect. She is well respected by her peers, supervisors, managers and court officials alike. Rosalva goes out of her way to make sure every new staff member, whether in her unit or not, feels welcome to the Manchester Office Building (MOB) family. Although our days here at MOB can be very intense with many moving parts, Rosalva always finds time to help everyone. Rosalva makes sure to share her resources and contacts with her colleagues. Rosalva is truly an amazing social worker and 'superstar.'"



Raymond Fajardo, Social Services Supervisor II (SSSII)/Assistance Programs

SSSII Raymond Fajardo of the Assistance Programs Operations team received some words of recognition from Sherry Zamanigan of the Department of Justice for his support at a recent event for California State Senator Thomas Umberg, as shared by Administrative Manager I Joseph Carmona:

"Sherry took the time and wanted to acknowledge and thank you for you going above and beyond at yesterday's Outreach event. Sherry shared that her day did not start off well, but your positive attitude changed that for her. She used words such as: amazing, very special, empathetic, positive experience and a pleasure to work with in describing her experience and interactions with you."



"Thank you Ray for your positive attitude and display of leadership by going above and beyond at yesterday's event. Your kind gestures and outstanding customer service are great examples of SSA's core values in action."

Fabby Lopez, Eligibility Supervisor (ES)/Family Self-Sufficiency & Adult Services

ES Fabby Lopez of the Foster Care Program recently received the following words of gratitude from an adoption parent:

"Thank you so much. You have no idea how much peace this gave us. Thank you for going above and beyond for us. I'm so grateful for you Fabby. May you be blessed richly for your heart to serve above all you're asked of. Thank you again!"



BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

Sal Gonzales, Eligibility Technician (ET)/Assistance Programs

ET Sal Gonzales of Orange's Call and Processing Center recently received the following words of recognition from a Medi-Cal customer, as shared by one of his colleagues, ET Ruth Moran:

"I received a call from a very grateful customer, while assisting as acting Eligibility Supervisor. The customer stated that she wanted to express how excellent Sal was in handling her call. The customer stated that she had called in the past and was still confused about the changes affecting her Medi-Cal benefits. Sal went the extra mile. He was patient, articulate and very knowledgeable."



Elaine Hauser, Office Technician (OT)/Agency Administration (not pictured)

Training and Career Development recently presented OT Elaine Hauser with their Total Customer Dedication Award and notable title of "Employee of the Quarter" for supporting her administrative team, training teams and agency collaboration. The following comments were shared by her peers:

"Elaine goes above and beyond to see any task through. She has adapted quickly to the fast pace of TCD while keeping a smile on her face, radiating positivity and handling all matters with grace. She started the TCD café, and staff and students are very grateful for the last minute cup of coffee or that pastry that is much needed. We truly appreciate you!"



Kendra Carraway, Employment and Eligibility Specialist (EES)/Family Self-Sufficiency & Adult Services

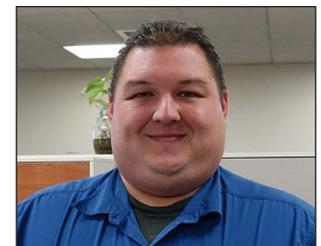
Intake EES Kendra Carraway of CalWORKs North recently received the following words of gratitude from a client:

"I just want to express what a joy and pleasure Kendra has been to my life. Kendra has always been loving to me and helped me when I was experiencing hopelessness. Kendra has always gone above and beyond to help me. I appreciate and value her. She has been a blessing to my life, always willing to take my calls. Kendra is an asset to the Social Services Agency."



SSA TODAY QUIZ

Congratulations to Valerie Ballesteros (left) and Brandon Provencal (right), who were both selected as the winners of August's SSA Today Quiz on the Back to School theme! Valerie and Brandon were the only two out of 74 respondents to answer all five questions correctly and received some SSA/ County souvenirs for their participation.



With Daylight Saving Time coming to an end on November 3, we'll have an extra hour of time to enjoy! Test your knowledge of Daylight Saving Time on this month's SSA Today Quiz. Get all eight questions correct to be entered into a drawing and the SSA Today Newsletter Committee will randomly select one lucky winner. Good luck!

To take this month's SSA Today Quiz, click [HERE](#).

SSA PROMOTIONS

EMPLOYEE NAME	CLASSIFICATION	DIVISION
AVILA, KENYA	STAFF SPECIALIST	AGENCY ADMINISTRATION
AVILES, MARLON DANIEL	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
BANUELOS, EVELYN	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
BARRERA, ADRIAN	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
BHAKTA, AMITKUMAR SHAILESH	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
CARMONA, LILIAN MARICELA	SENIOR SOCIAL SERVICES SUPERVISOR	CHILDREN AND FAMILY SERVICES
CASTELLON, LUIS ALFREDO	INFORMATION PROCESSING TECHNICIAN	CHILDREN AND FAMILY SERVICES
DURAN, CLAUDIA A	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
FELICIANO, JOSHUA EMILIO	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
GONZALEZ, BRIAN MARCOS	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
GONZALEZ, MARIETH	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
HUIJSMANS, DIANA S	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
KANAMORI, KIMBERLY	IT SUPERVISOR	AGENCY ADMINISTRATION
KING, PATRICIA	ADMINISTRATIVE MANAGER I	ASSISTANCE PROGRAMS
LOO, MITCHELL TERENCE	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
MARTINEZ, ELIZABETH ANN MARIE	SECRETARY I	CHILDREN AND FAMILY SERVICES
MEJIA, ANNA ROSA	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
MEJICANOS, MONICA LIZETH	INFORMATION PROCESSING TECHNICIAN	CHILDREN AND FAMILY SERVICES
MELENDEZ, REATH MARIE	SENIOR SOCIAL SERVICES SUPERVISOR	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
MORADI, NADIA	SOCIAL SERVICES SUPERVISOR II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
NELLI, SHOBHA S	IT SUPERVISOR	AGENCY ADMINISTRATION
PADILLA, ALEJANDRA	INFORMATION PROCESSING TECHNICIAN	CHILDREN AND FAMILY SERVICES
PADILLA, CARLOS HERVEY	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
PARUSHEV, OMAR ALEXANDER	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PAYAN, CELESTE CECILIA	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
ROBLEDO, JACQUELINE PEREZ	SENIOR SOCIAL SERVICES SUPERVISOR	CHILDREN AND FAMILY SERVICES
RODRIGUEZ, ELISEO DELGADO	OFFICE SUPERVISOR C	ASSISTANCE PROGRAMS
RODRIGUEZ, JESSICA	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
SANCHEZ, ANGELICA	SECRETARY III	ASSISTANCE PROGRAMS
TORRES GARCIA, LIZBETH YAJAIRA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
VU, LYNN THUY	IT SUPERVISOR	AGENCY ADMINISTRATION

LOOKING TO PROMOTE?



County of Orange Careers

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](#). For Frequently Asked Questions about the County job application process including links to practice online assessments, click [here](#).

IN MEMORIAM



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

Joy Deutsch, Assistance Programs

CELEBRATING U.S. MILITARY VETERANS

Veterans Day is celebrated on the 11th of November each year. On this federal holiday, we have the opportunity to honor all of the courageous men and women who have served in the United States military. In particular, SSA would like to recognize and honor all SSA staff who are veterans of a U.S. military branch. Thank you for bravely serving our country and for now proudly serving the County of Orange. Your contributions are deeply appreciated, respected, and valued!



JOIN THE MCAC!

Multi-Cultural Advisory Committee



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!

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<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.

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