

# OCSSA TODAY

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

## BOARD OF SUPERVISORS RECOGNIZE ADOPTION AWARENESS MONTH

On November 19th, the Orange County Board of Supervisors proclaimed November 2019 as Adoption Awareness Month. In celebration, the Board presented a resolution to SSA and recognized resource and adoptive parent Vanessa Acosta for her significant contributions to support and mentor adoptive families in Orange County.

From July 2018 to June 2019, 282 adoptions were finalized in Orange County, uniting children with their forever families.

SSA Children and Family Services Division Director Anne Bloxom and Ms. Acosta attended the meeting and received the proclamation from the Board of Supervisors on behalf of adoptive families in Orange County.

Ms. Acosta, a teacher in Los Angeles, and her husband, Jesus, began the process of becoming a resource family in 2011 after hearing a speaker at their church explain about the specific needs of foster youth in an effort to recruit new resource families. Dreaming of a large family of their own, Vanessa and Jesus completed the licensing process and fostered more than 20 children in Los Angeles and Orange Counties. Vanessa and her husband adopted four children and are in the process of adopting two more of their foster children; the children range in age from 8-13.

Sadly, Jesus passed away unexpectedly in May. While this devastating loss has shaken the entire family, Vanessa remains resolute in finalizing the adoption of the two foster youth she currently cares for. She and her children continue to persevere, growing even closer and honoring Jesus' legacy of love. Under Vanessa's watch, all six children are being raised to treat others with respect, work hard in school and focus on remaining grateful that they are connected as family. Vanessa said her children have shown remarkable resiliency.

Ms. Acosta had the opportunity to share a few words about her foster/foster-to-adopt experience, saying, "Although it has been a sad and difficult time for my family, I'm very appreciative of the support we have received from the Social Services Agency, my social workers, the Foster Care Auxiliary and my church."

We salute Vanessa and Jesus Acosta—and all adoptive families—for their commitment to help Orange County youth, as well as the dedicated social workers and staff committed to helping these children and families through and beyond the adoption process.



**Left to right:** Senior Social Services Supervisor Cara Le Jeune, Administrative Manager II Norean Lubchenko, Resource Parent Vanessa Acosta, Division Director Anne Bloxom, SSA Director Debra Baetz, Administrative Manager I Victor Chavez and Deputy Division Director Denise Churchill  
**Not pictured:** Senior Social Worker Sylwia Kmita

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# SSA SPOTLIGHT: EXCELLENCE IN SERVICE

## CENTRALIZED TRANSITIONAL MEDI-CAL TEAM



**Back row:** Alba Fierro, Jason Serrano, Laura Simental, Alma Anguiano, Christopher Lee  
**Front row:** Joshua Pai, Erika Torres, Victoria Ruiz, Loan Nguyen, Guadalupe Sanford, Marybell Cendana

In an effort to streamline processes and provide improved customer service, the Transitional Medi-Cal (TMC) program was centralized at Cypress Regional Center (CRC) on May 10, 2019 and the processing of the referrals was expanded to include a Task Management System (TMS) component. This hybrid approach to case processing combines the best of case carrying and TMS by giving staff full autonomy over the entire case process as well as having identified tasks listed for them to complete. In combining the two operational practices, the goal was to provide exceptional support to not only customers being served, but to SSA as a whole.

For those who may be unfamiliar with the term, TMC is a caseload based environment where cases/referrals are received from the Family Self-Sufficiency & Adult Services

division once they are discontinued from the California Work Opportunity and Responsibility to Kids (CalWORKs) or Foster Care programs. The team is then responsible for evaluating the discontinued families and individuals for TMC, Modified Adjusted Gross Income (MAGI) Medi-Cal and Non-MAGI Medi-Cal eligibility.

The road leading to this point was extensive and involved the participation of many staff from Assistance Programs (AP) Operations and Regional Centers. Together, they formed a team composed of existing TMC eligibility workers as well as new volunteers. Onboarding the unit was accomplished with TMC trainer Luz Sekella providing in-depth instructions and resources to the newly formed team as well as lab time and extensive support from the unit's supervisor, Alma Anguiano. Contributing to the further success of the unit was extensive, one-on-one mentoring provided by experienced TMC workers Alba Fierro and Joshua Pai.

In addition to serving as a resource and providing oversight to her team, Ms. Anguiano also evaluates daily workload/task assignments and the demand for additional staffing and provides recommendations to AP Operations as well as CRC's administrative team. As a result of her analysis, the unit expanded from its original 10 members to the current staffing of 11. Furthermore, after working together for close to seven months, the team unanimously decided that by splitting the Intake and Continuing functions between designated workers (as opposed to each team member completing both processes), greater efficiencies could be achieved. A proposal was submitted and approved for the restructure, which will be implemented effective January 2020. None of these improvements could have been made possible without the hard work and dedication of the TMC team itself!

According to Ms. Fierro, "I have been with the County for 26 years and a TMC worker for the last 15 years. Every day, there is always something new! No matter how difficult it can be, I enjoy and love what I do!" Ms. Anguiano added, "Transferring to centralized TMC at CRC has been challenging, but rewarding. I have an amazing team! They have faced many challenges and together have come a long way. I'm amazed at the expansive knowledge they have gained and am really proud to be part of their team."

This dedication has definitely paid off with the team receiving and processing approximately 703 referrals monthly. **Thank you to the Centralized Transitional Medi-Cal Team at Cypress Regional Center for all that you do and congratulations on being selected as this month's SSA Spotlight!**

# SSA CELEBRATES EMPLOYEE RECOGNITION THROUGHOUT OCTOBER!



# WORKERS FORUM PRESENTS DÍA DE LOS MUERTOS

By Rita Hernandez, Senior Social Worker

Throughout history, cultures across the globe have adopted unique, expressive ways to honor loved ones who have died. On October 29, the Spanish Speaking Workers Forum (SSWF), a member of SSA's Multi-Cultural Advisory Committee (MCAC), celebrated Día de los Muertos, a colorful festivity dedicated to the dearly departed. Día de los Muertos is a special holiday celebrated throughout Mexico, commencing annually from October 31 through November 2. A small chronology of the days is as follows: October 31 is the day of preparation, November 1 celebrates the "Día de los Angelitos" (Day of the Angels) and November 2 celebrates the adults who have passed away. Día de los Muertos is commonly used to denote the entire three-day celebration. While the specific traditions and rituals for Día de los Muertos may vary from region to region in Mexico, the overall celebration



**Pictured:** Tonya Barela-Lopez smiles next to her altar dedicated for the Día de los Muertos event



**Left to right:** Tonya Barela-Lopez, Elizabeth Guenther, Monica Chavez, Oscar Ramirez, Alfonso Alvarez, Nadia Adams, Karla Orendain, Jennifer Jones

generally revolves around the creation of altars dedicated to loved ones who are deceased and are created to aid them in their afterlife, which is the central concept for the Día de los Muertos celebration.

The SSWF celebration showcased altars styled with marigold flowers, the traditional flower used to honor those who have passed away and a colorful, vibrant flower commonly used during Día de los Muertos. The altars had offerings of piñatas for the children ("Angelitos") as well as medals, candles, and cigars to honor fallen veterans who have passed away. Additionally, the event was celebrated with "pan de muerto," sweet bread traditionally baked during the weeks leading up to Día de los Muertos, along with coffee and music.

For more information on how you can become a member of SSWF or other MCAC groups, please visit the [MCAC website](#).

## WHAT ARE YOU THANKFUL FOR?

Thanksgiving is celebrated on the fourth Thursday of November each year. On the November 7th edition of the SSA Source, we asked: **What are you thankful for and why?**

In the spirit of this holiday, a couple of SSA staff graciously shared their thoughts with us.



*I am extremely thankful for the love of family and friends and the great freedom in faith and purpose that I enjoy. This joy inspires me to share courtesy, respect and good will toward all I am fortunate to meet."*

Helen Lindsey, Senior Social Worker  
(not pictured)

*Simply to be alive! Seeing, smelling, hearing, tasting and feeling...is the most fundamental and beautiful gift. All of the joys (even along with the sorrows) of life—all then becomes a true privilege, a luxury gifted to us today, to experience.*

Michael Sullivan, Social Worker II



# IHSS LAUNCHES NEW INITIATIVE



**Members of the EVV implementation team:**

**Back row:** Julie Rosales, Sylvia Iglesias, Aaron Hogue, Claudia Bayron, Hai-Yen Doan, Patrick Jenison, Irene Delgado, Karen Fung, Chi Quang Nguyen, Christina Salas

**Front row:** Omar Parushev, Loan English, Gerlyn Bowman, Donna Garza, Anna Diaz, Vivian Vu

**Not pictured:** Ashley Perez, Tristy Nguyen, Daniel Rodriguez, Kim-Don Nguyen, Luz Loreto Napoles, Maria Thomas, Angel Lee, Greg Anaya, Eloise Hanzy, Jeannette Mora, Adam Tipps, Mitra Behboudi, Nikki Nguyen, Eric Pittman, Dina Bagues

In-Home Supportive Services (IHSS), an Adult Services program that provides home-based care assistance to eligible aged, blind and disabled individuals as an alternative to out of home care, has launched a new initiative. The Electronic Visit Verification (EVV) is a new federal requirement for all IHSS recipients and providers to utilize an electronic-based system to collect timesheet information through a secure website, telephone (landline/mobile) or a mobile application. These electronic options will replace the current paper timesheet process in Orange County beginning January 2020.

Currently, there are approximately 61,000 IHSS recipients and providers, and 40% of those have already enrolled in the new system. The Adult Services Policy & Quality Assurance (PQA) team is partnering with IHSS and many other SSA programs

and community partners to educate recipients and providers as quickly and efficiently as possible. The collective team has initiated internal workgroups with IHSS line staff, supervisors and management to brainstorm outreach options and better understand barriers to enrollment. These barriers include: minimal experience with, or access to, technology and physical, medical or developmental issues that may impact their ability to use the electronic systems required. The team has also collaborated with the IHSS Public Authority (PA) to implement outreach efforts to educate IHSS recipients/providers of the upcoming change, as well as a multitude of community partners, including: Alzheimer’s Association of Orange County, CalOptima, Council on Aging, Dayle McIntosh Center, Family Resource Centers, Regional Center of Orange County, local senior centers, State Council on Developmental Disabilities and housing communities for the aged and disabled. Additional marketing efforts have included the posting of flyers at all SSA lobbies and messaging through SSA’s websites and social media pages.

All IHSS and PA staff will be trained by the California Department of Social Services (CDSS) on the implementation of EVV and how to assist with enrollment in December. In January 2020, CDSS, IHSS, PA and PQA will team up to facilitate nine workshops at various locations throughout Orange County to educate the community and assist with enrollment.

## SSA REPRESENTS AT FAMILY RESOURCE EVENT

By Silvia Pardo, Social Worker II (Case Manager)

On October 26, the Orange County Family Justice Center hosted a family resource event in honor of Domestic Violence Awareness Month. Bob Martin, a leading expert on violence and threat assessment, served as the keynote speaker who spoke on the topic of domestic violence. Families had the opportunity to visit resource booths for information and resources. Representatives from SSA as well as community organizations including the Anaheim Police Department, Mexican Consulate and Women’s Transitional Living Center were on hand to answer questions.

The Orange County Family Justice Center is a safe, confidential and friendly place where assistance is provided to survivors of domestic violence, child abuse, sexual assault and elder/dependent abuse. It is located at 150 W. Vermont Ave, Anaheim, CA 92805 and open Monday through Friday from 8:30 a.m. to 5 p.m. For more information, please call (714) 765-1645.



**Pictured:** Silvia Pardo representing SSA at the family resource event

# BECOME A EUREKA PIONEER BY DECEMBER 20!

By Jessica Moreira, Staff Development Specialist



Discover the learning you've been looking for with Eureka! You can explore a collection of different subjects and courses to improve your skills and overall work experiences, from Microsoft Excel tutorials to online classes on managing workplace conflict. The County of Orange and SSA's Training and Career Development team both understand the importance of continual learning, professional development and active engagement, which is why the Eureka learning management system was created. Eureka leverages technology to empower

and support employees by fostering a culture of continuous development, improving operational efficiency and effectiveness and offering many opportunities for staff to constantly learn and grow.

As we launch Eureka, SSA is joining other County departments for the County's "60 in 60 Challenge." The goal is for at least 60 percent of our Agency to earn the Pioneer Badge in Eureka within 60 days of Eureka's launch (October 22 through December 20). The Pioneer Badge training teaches staff how to use the system. Many of your SSA colleagues have already earned their badge; if you haven't earned yours yet, now it's your turn!

Log into Eureka from your desktop or by clicking [here](#) and complete the "Become a Eureka Pioneer" training under your "Action Items." If you have questions or problems logging in, send an email to [EurekaInquiries@ssa.ocgov.com](mailto:EurekaInquiries@ssa.ocgov.com).

Have you earned your **eureka!** Pioneer Badge yet?

**Complete the "Become a Eureka Pioneer" training by December 20<sup>th</sup> to earn your badge!**

Access Eureka from IntraOC or your desktop & become a pioneer  
**Eureka Help Page:** <http://bit.ly/EurekaHelp>

HRS Learning & Organizational Development | "Helping people become their best so they give their best"



## IT HINTS & TIPS: WINDOWS 10

**The Start button**  
In the lower-left corner, it puts what you need at your fingertips.

**Browse every app**

**Find files**

**Personalize settings**  
Make the defaults even better. Monitors, networks, printers, and more.

**Turn the PC off**

**Use an app all the time? Pin it**  
Press and hold (or right-click) an app, then select Pin to Start.

**Group apps**  
Drag apps into groups, press and hold (or right-click) to resize, and select the title space to give the group a new or better name.

Looking to get more familiarized with Windows 10? Click [here](#) for a quick start guide on how to navigate your Windows 10 desktop!

**Start here...**  
Select Task View.

**...and then this +**  
Add as many desktops as you need. You'll see them listed when you use the Task View.

# OPERATION SANTA CLAUS/SENIOR SANTA & FRIENDS

**OPERATION SANTA CLAUS**  
Needs Your Help!



Help brighten the lives of our community's most vulnerable children and families by donating toys and gifts this holiday season.

**GIVE ONLINE**  
[ssa.ocgov.com/ssa\\_volunteer/donations/osc\\_donation](https://ssa.ocgov.com/ssa_volunteer/donations/osc_donation)

**DONATE IN PERSON**  
Drop off new, unwrapped toys and gifts at:  
1505 E. Warner Avenue, Santa Ana, CA 92705

**VOLUNTEER YOUR TIME**  
Volunteers are needed to sort gifts, restock and assist shoppers.  
Sign up online at [signupgenius.com/findasignup](https://signupgenius.com/findasignup).  
Enter "operationsantaclaus@ssa.ocgov.com" under "Search for a Sign Up" to sign up for an available slot.

**CONTACT US**  
(714) 679-2438 or by email at [operationsantaclaus@ssa.ocgov.com](mailto:operationsantaclaus@ssa.ocgov.com)

\*\*\*GIFTS FOR TODDLERS, TEENS, & GIRLS ARE IN HIGH DEMAND.\*\*\*

Operation Santa Claus is a 501 (c)(3) non-profit organization operated by the County of Orange Social Services Agency. (Tax ID. # 95-3616628)

**SENIOR SANTA & FRIENDS**  
Needs Your Help!



Help brighten the lives of our community's most vulnerable elderly and disabled adults by donating gifts this holiday season.

**GIVE ONLINE**  
[ssa.ocgov.com/ssa\\_volunteer/donations/sr\\_santa\\_donation](https://ssa.ocgov.com/ssa_volunteer/donations/sr_santa_donation)

**DONATE IN PERSON**  
Drop off new, unwrapped gifts at:  
1505 E. Warner Avenue, Santa Ana, CA 92705

**REQUEST ANGEL TAGS**  
Angel tags provide gift suggestions for a senior in need of a gift from "Santa" and can be displayed on trees, bulletin boards, walls, etc.

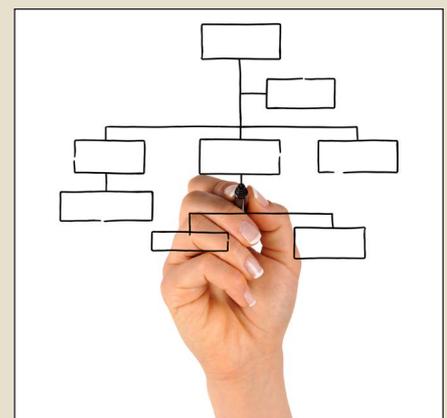
**VOLUNTEER YOUR TIME**  
Volunteers are needed to sort gifts, restock and assist shoppers.  
To request available shifts or for any questions, email:  
[senior.santa@ssa.ocgov.com](mailto:senior.santa@ssa.ocgov.com)

Senior Santa & Friends is a 501 (c)(3) non-profit organization operated by the County of Orange Social Services Agency. (Tax ID. # 33-0378778)

## ASSISTANCE PROGRAMS DIVISION RESTRUCTURES

Over the past 10 years, the Assistance Program (AP) Division has experienced significant program expansion and substantial caseload growth as a result of Federal and State mandates and County directives. As programs have expanded, so has the need for additional staff and number of locations to administer these programs. The AP administrative team will now consist of a Division Director and three Deputy Division Directors. With the addition of this position, AP will be undergoing a restructure that will create a balanced scope of responsibility and a more manageable span of control, equalizing workload within the division. Some of the restructuring changes include:

- Merging of the Operations and Policy and Quality Assurance teams, which will now become the Operations and Policy Team (OPT). This team will be under the direction of Deputy Division Director, Mike Edmundson.
- Newly created Staffing, Stats and Space Coordination Team that, along with the Anaheim Regional Center (ARC), Central Regional Center (CRO), Cypress Regional Center (CRC) and Garden Grove Regional Center (GGRC), will be under the direction of the second AP Deputy Division Director, currently vacant.
- Direction of the Santa Ana Regional Center (SARC), Aliso Viejo Regional Center (AVRC), Task Force Processing Center (TFPC) and Orange's Call & Processing Center (OCPC) will be under the third AP Deputy Division Director, currently vacant.
- Newly created Project Management Coordinator position, which under the direction of the AP Division Director, will assist in the coordination and implementation of all divisional initiatives.



You can view the latest organizational chart by visiting [SSA's Intranet](#).

# CELEBRATING FAMILIES WITH CFS

By Laura Turtzer, Public Information Officer



**Pictured:** CFS social workers, supervisors and parent mentor volunteers involved in the success of the honored families

On October 17, 2019, SSA's Children and Family Services (CFS) Division, Family Engagement/Child and Family Team hosted an inspiring and heartwarming event in the community at Newsong Church in Santa Ana. The event, known as Celebrating Families, did just that: honoring families whose juvenile dependency cases had successfully closed, celebrating parents' diligent efforts to reunify with their children and applauding the collaboration between CFS social workers and the families they serve.

Juvenile Court Judge and various community partners. The celebration was then led by Parent Engagement Coordinator Pedro Vargas, who presided over the dinner and reception.

CFS Deputy Division Director Ken Santini opened the event, welcoming families, SSA staff, County Counsel, the presiding

A record 15 families were spotlighted, along with the social workers who supported the families throughout their successful journeys. Social workers introduced parents and spoke firsthand about their client's inspirational changes and parents' steadfast commitment to their children. Celebrated families shared a few heartfelt thanks to their social workers for their belief in the parents' abilities to put in the hard work to reunify with their children. The parents also thanked their support networks, who were present in the audience to celebrate in their many accomplishments.

Juvenile Court Judge and various community partners. The celebration was then led by Parent Engagement Coordinator Pedro Vargas, who presided over the dinner and reception.

Some parents eloquently shared their experience with challenges that brought them to the attention of CFS and the dependency system and how these issues affected their parenting—including poly-substance addiction, homelessness, unemployment, cycles of addiction, depression and feelings of hopelessness, mental health issues and trauma. They described the steps they took to transform their lives—returning to school, finding employment and housing and becoming self-sufficient—to reach full circle to successful family reunification. Common themes heard throughout the evening were about hard work, trusting in the process, teaming with social workers and safety networks and leveraging available community resources.



**Left to right:** Pedro Vargas, Cynthia Barrientos-Galvez, Rita Rangel, Ken Santini

Family Engagement/Child and Family Team member Cynthia Barrientos-Galvez, Senior Social Services Supervisor, proudly stated, "It is always amazing to see the impact of SSA's work in this beautiful celebration of our families." She continued, "What was clearly visible at the evening's festivities was the partnership and network of support who came together to applaud our families. There was a wide representation of all the touch points that help impact a family's success—linkage with mutual clients, integration with multiple CFS and agency programs and the continued support of our leadership, judicial officers and community partners. I am proud of the work this agency performs and the strong partnerships we build to help strengthen and reunify families."

SSA salutes our reunified families and the tireless efforts of our social workers, staff and community partners to help them achieve success.

## SSA TODAY NEWSLETTER READERSHIP SURVEY



The SSA Today Newsletter is distributed to all SSA staff during the last week of each month and has seen a lot of change over the years. Take just a few minutes today to let us know what you enjoy and how we can make it better.

The survey will close on December 2. To complete this short survey, click [here](#).

# BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



## **Karla Orendain, Eligibility Technician (ET)/Assistance Programs**

ET Karla Orendain of Orange's Call and Processing Center (OCPC) recently received some words of acknowledgment from a customer, as shared by one of her supervisors:

*"I received a call from a customer. He took his time to make sure someone was notified of the high level of service you provided to him. The customer was grateful for the time you spent explaining everything in detail. Thank you Karla, you are a true advocate to our community!"*

## **Sandra Cottrell, Staff Specialist/Children and Family Services**

Staff Specialist Sandra Cottrell was recognized as the CFS Employee of the Month for October 2019. The following words were shared about Sandra from her team members:

*"Sandra's dedication to Teamwork is made visible in her daily care for her coworkers and those entrusted to us to serve. Sandra displays teamwork with all she encounters in her daily work. As a valued member of the Data Analysis and Reporting Team (DART), Sandra has become quite knowledgeable with navigating the Child Welfare System/Case Management System (CWS/CMS) and several other databases. She is always open and more than willing to help when it comes to troubleshooting cases.*

*She has taken time out of her daily activities to provide staff with one-on-one informal meetings to fix many cases regarding placement, and other matters. She is always willing to help when it comes to the Resource Family Approval (RFA) practices and its constant changes. Sandra truly deserves a more open recognition for all that she does."*



## **Anna Fedorovsky, Senior Social Worker (SSW)/Family Self-Sufficiency & Adult Services (not pictured)**

SSW Anna Fedorovsky of the Adult Protective Services (APS) program recently received a letter from the friend of an APS client who was assigned to Anna. The letter reads:

*"I am writing to express both my and a group of friends' admiration and confidence in your APS social worker, Anna Fedorovsky. Anna has done an amazing job for our elderly friend, a sharp minded and wonderful woman, and has been instrumental in helping her to stand up against (the client's abuser).*

*At (the client's) request, a group of concerned friends were present during Anna's interview with (the client). During this interview, Anna also expressed great concern for (the client) in her calm and forthright manner. She offered practical suggestions to help (the client) keep herself safe, especially after separately interviewing (the abuser).*

*After (the client's) interview, Anna continued to offer (the client) and those of (the client's) friends, who have separately reached out to Anna, with suggestions and help. Anna's responses have always been given in her calm, professional, helpful and caring manner. We all believe that the dedication and passion that Anna puts into helping vulnerable elderly people goes far beyond just performing a job. She's a gem!"*

## **Rachel Polidori, Eligibility Technician (ET)/Assistance Programs (not pictured)**

ET Rachel Polidori of Orange's Call and Processing Center (OCPC) recently received some words of acknowledgment from a customer, as shared by one of her supervisors:

*"Your customer wanted to acknowledge you for the specular customer service your provided to her. The customer said you were wonderful at helping her through an emotional time for her. She said she would like to acknowledge you with a bunch of "heart emojis." Great work!"*

# SSA PROMOTIONS

EMPLOYEE NAME	CLASSIFICATION	DIVISION
AGUILAR, TOMAS	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
ALAM, NADINE ITANI	SENIOR SOCIAL WORKER	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
ALAS VALENCIA, DAVID JOEL	OFFICE SUPERVISOR B	CHILDREN AND FAMILY SERVICES
ALCANTAR, PATRICIA	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
ALVARADO, MARIELLA A	SOCIAL SERVICES SUPERVISOR I	ASSISTANCE PROGRAMS
ATHAS, ELISE MARIE	STAFF SPECIALIST	AGENCY ADMINISTRATION
BUI, THANH NHAN	SOCIAL SERVICES SUPERVISOR I	AGENCY ADMINISTRATION
FIERRO, JOSE C	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
GENTRY, JENNIFER LEANN	GROUP COUNSELOR I	CHILDREN AND FAMILY SERVICES
GOMEZ, CLAUDIA	STAFF SPECIALIST	AGENCY ADMINISTRATION
GONZALEZ, GUADALUPE MARIA	SOCIAL SERVICES SUPERVISOR II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
GUERRERO, HORACIO	SOCIAL SERVICES SUPERVISOR I	ASSISTANCE PROGRAMS
GUTIERREZ, MARIO	ELIGIBILITY TECHNICIAN	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
HUNT, MARISA GABRIELLE	SENIOR SOCIAL WORKER	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
KIM, MICHAEL JONG-TAE	STAFF SPECIALIST	AGENCY ADMINISTRATION
LEVIN, RACHEL	ADMINISTRATIVE MANAGER II	CHILDREN AND FAMILY SERVICES
MACIAS, BRENDA PATRICIA	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
NGUYEN, CHI QUANG D	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
NGUYEN, TINA	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
OROPEZA, ERANDI	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PALAFIX-GOMEZ, JENNYFER	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
PHAM, DIEN N	SOCIAL SERVICES SUPERVISOR II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
RAMIREZ, CARRIE MICHELLE	DATA ENTRY TECHNICIAN	ASSISTANCE PROGRAMS
REYES, DESIREE	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
RICKS, ANDREA LATRICE	OFFICE SUPERVISOR C	CHILDREN AND FAMILY SERVICES
SHARIFAEI, JOUYA	SENIOR SOCIAL WORKER	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
TRAN, AN D	EXECUTIVE MANAGER	AGENCY ADMINISTRATION
TRUJILLO, TERESA M	PROCUREMENT CONTRACT SPECIALIST	AGENCY ADMINISTRATION
VILLA SANCHEZ, MARIA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
WOCHNER, DEBORAH LYNNE	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
ZIEMKE, AMY HAYDEN	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES

## 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.

**Donna Avise, Children & Family Services**



## 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!

## CONNECT WITH US!



<https://twitter.com/OrangeCountySSA>



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