

OCSSA TODAY

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

CALFRESH ENROLLMENT EVENT EXPANDS TO OTHER UNIVERSITIES

By Kenya Avila, Staff Specialist

“Every semester, more and more students are learning about the resources offered on campus that can help them succeed. California State University, Fullerton’s first CalFresh Enrollment Event was a great way to assist more students at a single event. We look forward to collaborating with the campus and the County of Orange Social Services Agency to help even more students at the next one!” –Second Harvest Food Bank



SSA has previously deployed the Mobile Response Vehicle (MRV) to the University of California, Irvine to assist students with enrolling into the CalFresh program. On October 23, SSA deployed the MRV to California State University, Fullerton (CSUF) for the first time. Due to the rise in tuition, many students may feel torn between paying for their tuition or being able to pay for food to eat. CalFresh enrollment events aid students by increasing their access to nutritious foods.

There were a lot of moving parts and preparation for this event, which resulted in a total of 31 students who were interviewed on-site. This was all possible due to the partnership and collaboration of Second Harvest Food Bank and Tuffy’s Basic Needs Services at CSUF, along with the support of SSA staff. Second Harvest Food Bank first conducted a workshop that helped students submit their applications through MyBenefitsCalWIN on October 21. After the workshop, staff at Orange’s Call and Processing Center received those applications and set the applications aside for the five Eligibility Technicians (ETs) and two Eligibility Supervisors who volunteered to be on-site to complete the interviews. Prior to the CalFresh enrollment day, the Community and Government Relations Team coordinated logistics with the following programs: Assistance Programs’ Operations & Policy Team for staffing the ET volunteers; Centralized Operations’ warehouse team, which helped deploy the MRV as well as set up and breakdown the workstations for the ETs; and the Information Technology team, which assisted by connecting all workstations on campus. Taneeka Hines-Brownlee, Dual Intake ET from Anaheim Regional Center, volunteered at this event and expressed, “I was encouraged to volunteer because I am an alumnus from CSUF. The experience was so positive for the students that I encountered. Those students that qualified for CalFresh were excited because now it allowed the students to just focus on school and not how they were going to feed themselves. I would encourage other staff to volunteer because the experience is very rewarding.”

A special thank you to Joseph Carmona, Hadi Zargarbashi, Ares Obillos, Adriana Macedonio, Edward Amador, Taneeka Hines-Brownlee, Aileen Ngoc Nguyen, Christian Pabon, Martha Rosas, Ted Lin, Nicole Kramer, David Anguiano and the warehouse team for assisting on the first CalFresh enrollment event at CSUF.

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SSA SPOTLIGHT: EXCELLENCE IN SERVICE

INCOME AND ELIGIBILITY VERIFICATION SYSTEM TEAM



Back Row: Kimberly Bonnar, Richard Elenes, Ike Ogbuiyi, Julius Dodd, Rosa Hernandez, Wendi Pugh, Betty Maldonado, Jose Hernandez, Michael Ueda
Middle Row: Edna Banos, Ann Williams, Kimberly Umana, Cindy Bailey, Gaby Guiza, Nettie Tovar, Brian Sekella
Bottom Row: Elizabeth Canessa, Martha Arellano, Kathy Phung, Mary Odle, Odilia Marich, Alma Flores, Greg Ohannesian, Linda Gambina, Carmela Maldonado, Rosa Solis, Mark Stone

The Income and Eligibility Verification System (IEVS) match is a fraud prevention tool that provides reports on income and resources from different entities. Most of these reports are processed by a specialized section within Program Integrity (in the Administrative Services division), which consists of five units of Eligibility Technicians and supporting staff.

Since July 2017, Program Integrity (PI) has worked hard to find ways to improve efficiency and meet State mandates for IEVS processing. As a result of that work, the IEVS team has implemented several changes, including the restructuring of the IEVS units and enhanced use of technology. During this process, procedures in the IEVS Handbook and the PI manual were also updated.

After some great brainstorming and discussion with all levels of IEVS staff, internal partners and other counties,

a new work model was implemented effective January 2019. The IEVS team was assigned into two main groups: Initial Review and Overpayment Processing. This new approach enabled the team to address backlog as well as meet the 45-day review and quarter-after-the-quarter overpayment processing mandates. Additionally, the Integrated Fraud Detection backlog was eliminated and the team established \$4,812,374 of CalWORKs overpayments and CalFresh overissuances to date in 2019.

To increase productivity and efficiency, the team utilized technology to reduce the number of reports that require follow up actions, making the workload more manageable for IEVS staff. Using the WinAutomation software, more than 60% of reports were automatically flagged and marked as non-discrepant.

As a result of the IEVS restructure, use of technology and the remarkable team effort of the entire IEVS section in PI, the New Hire Registry (NHR) and Payment Verification System (PVS) IEVS matches were assigned to PI to help ensure the Agency meets the mandates. Through the collaboration with Assistance Programs (AP) staff who worked on the special project to process the NHR and PVS backlog (and the transfer of some AP staff to address the workload volume), processes were created that have now enabled staff to efficiently manage these reports. We are very excited to report that the PVS backlog has been eliminated and we continue to decrease the NHR backlog. State mandates are also being met for both of these reports.

Due to the new processes, the determination and hard work from IEVS staff to strive for success and the collaboration between IEVS and the regions, we had a successful IEVS audit in April 2019.

Everyone in IEVS works together as a team. We help one another to complete the task at hand and are proud of our accomplishments and successes. We work hard to meet State mandates as well as our own deadlines. IEVS takes great pride in helping the Agency meet its goals as a whole.

Thank you to the Income and Eligibility Verification System Team at Program Integrity for all that you do to support the Agency and congratulations on being selected as this month's SSA Spotlight!

OCFC HOSTS ANNUAL CHILDREN'S WINTER TEA

On December 5, the Orangewood Children and Family Center (OCFC) celebrated its 34th Annual Children's Winter Tea. The children and staff decorated their cottages in creative, festive themes in preparation for this event and warmly greeted nearly 500 guests, including donors from various organizations as well as other SSA staff. Guests also enjoyed delicious treats and refreshments, including holiday cookies cut and baked by the children themselves, and placed their votes on their favorite decorated cottage. The Juniors cottage was selected as the winner with their Frozen theme, followed by the Adolescent Girls cottage by a small margin with their Harry Potter theme and the Intermediate Boys cottage finishing in third with their Starbucks theme.

OCFC is a valuable and critical component of the continuum of care for foster youth by serving as a temporary shelter and multiservice center with 21 distinct programs. SSA continues to work closely with the California Department of Social Services to ensure quality care as a critical placement resource for Orange County youth. Congratulations to OCFC staff and supporters on 34 years of providing outstanding service!



Pictured: Kim Ragen, Carol Wiseman, Birute Bruzas-Ranes, Chantel Santos, Denise Churchill, Himani Arya



Pictured: It's a Harry Potter holiday theme for the Adolescent Girls cottage



Pictured: A happy polar bear overlooks Intermediate Boys' Starbucks-themed cottage



Pictured: The Juniors cottage showcase their holiday decoration contest-winning Frozen theme

FACT WINS PUBLIC-PRIVATE PARTNERSHIP AWARD



Pictured: Christine Snapper, Anne Bloxom, Laura Turtzer, Ericka Danczak, Ken Santini

On November 21, the Orange County Business Council's (OCBC) Ninth Annual Turning Red Tape into Red Carpet Awards committee honored SSA in the Public-Private Partnership category. The award recognizes the specialized services and support offered through our Families and Communities Together (FaCT) platform. This is the first time the Agency has received this prestigious award.

Realizing the linkage between poverty and child maltreatment through studies, SSA implemented specialized programs through its FaCT platform to provide end-to-end solutions that help at-risk families from 15 Family Resource Centers (FRCs) located in communities with the greatest social and economic challenges. FaCT specialized services address child abuse prevention through family strengthening work. In Fiscal Year 2017-18, FaCT served more than 6,000 families, representing

over 14,000 clients and expanded their resources to an additional 2,217 clients from January 2014 through December 2018 by integrating core and specialized services as a one-stop provider at the FRCs.

Ericka Danczak, Administrative Manager II, stated, "The OCBC award for public-private partnership honors our message that working together to reduce child abuse and neglect by supporting families in their own neighborhoods requires a community approach. By investing in Family Resource Centers, FaCT is able to prevent child abuse through family strengthening services that keep children safely at home rather than them entering foster care."

Since 2010, OCBC has recognized government agencies whose policies and programs cut through red tape to improve economic growth, create jobs and significantly impact communities. This year, the council had a record 41 nominees. SSA was awarded by a committee of OCBC members and city management from a pool of eight nominees for its category.

FACT RELEASES NEW ANNUAL REPORT

The 2018-19 Families and Communities Together (FaCT) Annual Report is now available! FaCT provides services through a network of 15 Family Resource Centers (FRCs) throughout Orange County. The professional and caring staff across the network serve over 14,000 clients in Orange County each year. Learn about how FaCT and its FRCs are making families and OC communities stronger!



To view the report, click [here](#).

HEART OF SSA SURVEY

By Laura Turtzer, Public Information Officer



In November 2018, SSA proudly launched “The Heart of SSA: Core Values in Action,” a 12-month employee-facing campaign approved by SSA leadership and designed to reflect on SSA’s core values to enhance staff engagement and shine a light on the excellence being pursued and achieved in order to support the individuals and families we serve across the Agency.

Throughout the duration of the campaign, the Heart of SSA workgroup worked to gauge and measure staff engagement in monthly core value activities and also conducted midpoint and post-campaign surveys of campaign effectiveness. The

workgroup reported nearly a 25% response rate; over 1,000 staff respondents submitted their opinions. Here are some key takeaways from our surveys:

- Highest % survey respondents by job class for both surveys in order of participation: ET, SSSI, ES, AMI, EES, SWII
- 61% of respondents were not aware of the SSA core values before the campaign
- Top three ways employees learned about our core values: Heart of SSA emails, SSA Today Newsletter, office bulletin boards
- Staff awareness of core values increased by 10%, as reported in the post-campaign survey
- 62% of respondents rated having 11 Agency core values as just the right amount
- Top five values that resonated with staff most (in order of importance): Respect, Integrity, Compassion, Courtesy and Teamwork

Employees also shared the following comments about the Heart of SSA campaign:

- “Having a core values champion at every office to remind and lead various activities was highly effective.”
- “The campaign created more camaraderie in the workplace and reminded us how important our jobs are to the community.”
- “The Heart of SSA campaign has elevated morale in a positive way.”
- “The conversations and activities reminded me why I’m here working in public service.”
- “We should continue the core values days. Don’t stop the message.”
- “I enjoyed the discussion at my region. It helped us learn more about staff.”



Some staff reported workload constraints as barriers to participation and others commented that teams/units where management were connected to the campaign motivated staff to participate as well. Survey respondents indicated that they enjoyed the camaraderie, teamwork and fun the shared activities brought to their work, and they expressed their desire to see the campaign continue into the future.

What’s next? The Heart of SSA continues to evolve. Starting in January 2020, the Heart of SSA workgroup will kick off the agency-wide Innovation in Action Challenge to encourage breakthrough ideas to streamline processes and integrate service delivery to clients, employees, community partners and other key stakeholders. Read on to the next page for more information on that effort in 2020!

INNOVATION IN ACTION CHALLENGE

By Edgar Hernandez, Staff Specialist



Thomas Edison once said, "There's a way to do it better. Find it." Imagine Mr. Edison reading by candlelight, when suddenly a breeze blows through the room and extinguishes the flame. Perhaps he thought, "How can I light a room without having my candle blow out?" And bada-bing, bada-boom, we have the lightbulb! While that is not likely what prompted the discovery of the lightbulb, Mr. Edison was motivated to make life better by challenging the status quo.

At SSA, one of our core values is "Creativity" – and we constantly seek new and innovative ways to continue

to demonstrate excellence in serving our community. In this spirit, the SSA Leadership Development Team (LDT) challenges all SSA staff to explore innovative ideas that will improve service delivery and support the integration of services across the Agency and County. No matter how small or large an idea is, let's strive to enhance the client experience!

The Heart of SSA: Innovation in Action Challenge not only encourages us to think outside the box, but also aligns itself with SSA's mission to deliver quality social services that are accessible and responsive to the community, encourage personal responsibility, strengthen individuals, preserve families, protect vulnerable adults and children, and recognize cultural diversity.

Our campaign workgroup will accept your ideas via email at heartofssa@ssa.ocgov.com starting January 13, 2020, through March 31, 2020. Your innovative ideas will be accepted in two categories: individual or in teams composed of no more than six members. Your ideas should focus on one or more of the following eight goals:

1. Serving individuals and families holistically
2. Enhancing awareness of available resources
3. Promoting teamwork and breaking down silos
4. Connecting with external partners
5. Enhancing communication
6. Enhancing service accessibility
7. Enhancing efficiency and leveraging resources
8. Putting customers first

In addition, each project must address the following five key questions:

1. What is the issue and the possible solution?
2. How does your solution connect or collaborate with other programs, streamline or enhance processes or programs?
3. What goal does your solution address?
4. How does the solution exemplify one or more of the SSA Core Values?
5. What resources would be needed to accomplish the proposed solution?



In a blind review process, the judges will select the top three submissions from both categories, all of which will receive recognition, a special luncheon with the LDT and Heart of SSA workgroup members, spotlights in SSA Today and County Connection, and SSA engagement materials. The Grand prize winner in each category will also receive a trophy, have dinner with SSA Director Debra Baetz and Chief Deputy Director An Tran and be awarded a gift card! Winners will be announced in May 2020. Additional information about the campaign will be headed your way soon! To learn more about the Innovation Challenge, click [here](#).

Feel free to get started right away! What if *your* idea could change someone's life?

WINTER HOLIDAY EVENT AT TUSTIN FAMILY CAMPUS

By Jennifer Kuo, Staff Specialist



Left to right: Evan Hess, Diana Nguyen-Vo, Ericka Danczak, Jennifer Kuo, Jill Bright, Emily Guidry, Rossy Gaitán, Candice Staples

SSA's Tustin Family Campus (TFC) held its annual Winter Holiday event on December 4 for children and family residents as well as SSA staff and contracted providers at TFC. Guests had an opportunity to enjoy festive decorations and various international treats prepared by both staff and residents.

The house parents from Olive Crest cooked up gumbo for TFC. Olive Crest operates the two sibling residential homes with the goal of keeping siblings in foster care together in the same placement.

Rite of Passage, which manages the two specialized residential youth homes, stewed up both green pozole with chicken and a red pozole with pork, and also provided Abuelita (also known as Mexican hot chocolate) to go with their theme of celebrating Mexican culture during the holidays.

New Alternatives work with former foster youth who reside in a transitional dorm style living to learn independent living skills in a safe, affordable and supportive environment. The young adults took initiative to select and research a country of their choice to learn about culture and chose France. They went to a local French bakery and selected tasty French pastries and macaroons served with French press style coffee and even created brochures on French culture to share with the guests. The young adults decorated their kitchen to look like one had just stepped into a bistro.

Prototypes is a mother and child residential program which offers substance abuse treatment and transitional housing for women who would otherwise have their children placed in foster care. The staff brought out a churro maker and also paired it with ice cream, which was quite popular with both the children and children-at-heart staff.

Thank you to TFC staff and contracted providers for hosting this special holiday event for both our clients and staff! To learn more about the Tustin Family Campus, click [here](#).

SSA REPRESENTS AT COMMUNITY OUTREACH EVENT

By Bobby Lee Guillen, Employment and Eligibility Specialist

On November 23, Families Forward, a non-profit organization committed to helping local Orange County families who are homeless or at risk of homelessness, hosted an event in which 813 families received Thanksgiving baskets, each filled with everything needed to prepare a traditional Thanksgiving meal including fresh produce donated by Second Harvest Food Bank. Approximately 1,040 volunteers helped distribute items collected from Irvine Police Department, Irvine Fire Department, Bank of America, United Way, and Northwood High School. SSA was on hand, along with community partners from Hoag Hospital and Healthy Smiles of Orange County, to provide resources. Families had the opportunity to ask and receive information regarding SSA's CalWORKs, CalFresh and Medi-Cal programs. They also received flu shots, blood pressure checks and dental examinations while children created crafts.



Pictured: Bobby Lee Guillen represents SSA at the community outreach event

EMPLOYEE EDUCATIONAL JOURNEYS IN SSA

By Mary Sanchez, Communications and Policy Manager

Embarking upon a journey to further your education is a decision not taken lightly. Oftentimes, academic success requires sacrifice, time and personal and professional support, which can make all the difference in achieving the goals you have set for yourself. Additionally, if you are able to draw from the insights and connections of your fellow classmates, your experience can be enriched and enhanced.

The Master of Science in Organizational Leadership Program (MSOL) at the University of Redlands' South Coast Metro location offers a unique example where those high levels of support and connections can be fostered both within the classroom and at the workplace. Five SSA staff (including myself) from different assignments and classifications are enrolled together in the current MSOL cohort and are scheduled to complete the program and graduate in 2020. Although we did not know each other prior to beginning the master's program and do not work in similar programs, we have become close, regularly drawing upon our SSA experiences during the course of each class, relying upon one another for support, working together on projects and assignments and brainstorming.



Pictured: Mary Sanchez, Ingrid Hunter, Elizabeth Napoles, Jessica Diego, Monique Matautia

The following tips were gathered from the group members to provide helpful ways to balance work and school:

- "Create a homework schedule throughout the week. That helps to plan my personal/free time and allow me to get my work done before class."
- "Reach out for help—which is something that I was uncomfortable with at first. I asked for help from family and friends to help with my child so I could get big projects done. As it turns out, they were more than happy to help. They want to see us succeed as well!"
- "In order to not procrastinate, stay organized. It's what helps create a work-life balance."
- "Running has helped me improve my physical and mental health. It also reduced the amount of stress I was feeling."
- "Take a short walk or just step away from your class work and come back to it if you have writer's block."
- "Use family and friends to listen to presentations or talk with them about my class subjects. This helps me to memorize and also to get their outside perspective on my progress."

The learning achieved in the MSOL provides us with a framework to lead more effectively as employees at SSA with positive intent, accountability and communication; enhance our existing skills and strengths; prioritize the shared passion we have in developing teams; and harness the potential within all of us who serve our community.

Learn more about the County's partnership with University of Redlands and other universities by clicking [here](#).

ANOTHER CYCLE OF GIVING

By Jennifer Kuo, Staff Specialist



Thanks to the generosity of Trish Hurley and her family, in addition to Sean Canova and the patrons from his T-Zone Fitness Center in Costa Mesa, we were able to continue the annual tradition of donating bicycles to the children and families at Families and Communities Together (FaCT) Family Resource Centers (FRCs). The event was held on December 13 at Walmart in Irvine. Walmart also contributed a bicycle to the event to extend some extra holiday cheer. Approximately 110 bicycles were distributed, most with helmets and locks.

Both Trish and Sean have partnered together to give bicycles to the children of FaCT FRCs for years. To the families we serve, these gifts go a

long way. For some, it means the ability to provide gifts for their children for the holidays or means of transportation to and from school or work, while engaging in healthy living.

GREEN BEAN CASSEROLE FOR THE HOLIDAYS

By Chi Pham, Staff Specialist

It's the holiday season, which means it's also the season of potlucks with family, friends and teammates. So, if you're like me and always wondering, "What am I going to bring? Cookies? Plates? Albertson's chicken?" You can do what I do nowadays...learn how to make a green bean casserole, bring it to EVERY potluck and keep life simple. Here's what you'll need:

- 1-2 bag(s) of fried onions
- 4 cans of cut green beans
- 1 can of cream of chicken (or mushroom)
- 1 cup of milk
- 1/2 tsp of ground black pepper
- 8-10 shakes of crushed red pepper
- 2 tbsp of soy sauce



The steps to make the casserole are pretty simple: Start by draining the green beans. Pour the cream of chicken (or mushroom) into a casserole tray. Mix in the peppers, milk and soy sauce. Add the green beans, then lightly mix in 1-2 bag(s) of fried onions. Bake it for approximately 30 minutes at 350 degrees Fahrenheit. Finally, take it out and enjoy! (If you want to give it an extra spicy kick, add more red pepper and maybe even cut in some serrano peppers. The sky's the limit if you want it really spicy!)

Do you have a recipe that you want to share with SSA Today readers? Send your recipes to SSAToday@ssa.ocgov.com!

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



Diana LaRusso, Administrative Manager I (AMI)/Agency Administration

AMI Diana LaRusso was selected as the 2019 Orange County Emergency Managers Organization's (OCEMO) Member of the Year and was honored by her Emergency Management (EM) peers from throughout the Orange County Operational Area at their end of the year awards banquet on December 5, 2019. OCEMO is comprised of representatives from all 34 Orange County cities, all County agencies, the Orange County Department of Education, public utilities, colleges and universities and other non-profit partners. Nominations are made by a peer from within the OCEMO organization for individuals who have made an impact on the greater EM community and improved the countywide ability to respond and recover from disasters. OCEMO leadership reviews all nominations and awards Member of the Year to the individual in Orange County who "goes above and beyond for the Emergency Management Community." Stephen Foster, Emergency Manager from the City of San Clemente, shared, "Diana is a god-send and an inspiration to us all in the way she is always willing to help individuals and their programs."

AMI Delcie Hynes also shared the following words about Diana:

"During her time in Emergency Management, Diana has set herself apart as being a mentor and leader both in Orange County and throughout the state. She works tirelessly to build partnerships both in the smaller Mass Care Community and the Emergency Management Community as a whole. She is always willing to assist her fellow Emergency Managers in any capacity. She is often asked for guidance on how to move a project or program forward and her creativity and collaborative spirit continues to set her apart as a leader in the field. Although she has spent less time in EM than many of her peers, she is looked to as an expert in supporting the mass care needs of disaster survivors. She is recognized as a leader across the state for her work in developing Orange County's Functional Assessment Service Team (FAST) into a model program. Over the last year, she has facilitated a change in the way OC plans for mass care and shelter by developing a regional shelter model and continues to work with all partners to build their regional capacity to support disaster survivors in their communities. Congratulations to Diana on her selection for this prestigious award!"

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



Anton Morales, Eligibility Supervisor (ES)/Assistance Programs

ES Anton Morales of Aliso Viejo Regional Center recently received some words of gratitude from a customer, as shared by his manager:

"Anton assisted an authorized representative regarding CalFresh benefit fraud on her parent's case. The benefits ended up being used by others who were not in the household. When the client's daughter spoke with Anton's supervisor, she stated that she had been working with Anton for about two weeks to have the issue resolved. The daughter expressed her sincere appreciation for his diligence and follow-up in this matter. She continued by sharing that she was unaware that a supervisor could be this caring and take so much time to help her parents who are elderly and do not speak any English. She was so thankful that Anton was willing to go above and beyond anything she would have expected from social services."

Celeste Payan, Social Worker I (SWI)/Family Self-Sufficiency & Adult Services

SWI Celeste Payan of the In-Home Supportive Services (IHSS) program recently received the following letter from a client:

"Kindly receive this letter as a special commendation for Celeste, who recently came to my home to do the yearly review for continued service for a provider. Celeste was very professional and knowledgeable, yet was able to meet me on my human level of need. She displayed such kindness, care, and concern; was very understanding of all that I shared with her about my needs; and very thorough in going over the entire needed paperwork. Her attitude and service were clearly outstanding, and I sensed that she is not in her position just to "have a job," but that she genuinely enjoys being of service to the people about her. She truly went "the extra mile" to be of maximum service to me and her gentle, positive attitude put me at ease. Celeste was at my home at the time that she had made the appointment for and the review was done in a timely manner. Thank you for considering Celeste for a special commendation. I am left with favorable thoughts for IHSS because of her outstanding attitude and service!"



Mira Kamboya, Information Processing Technician (IPT)/Children and Family Services

IPT Mira Kamboya was recognized as the CFS Employee of the Month for November 2019. The following words were shared about Mira:

"Mira is the perfect candidate for employee of the month because she has been an inspiration, especially in the absence of our immediate supervisor. She was quick to step in to train our new unit clerk. She takes time out of her busy day to address difficult situations and follows through to research for proper solutions. She instinctively knows when we need help, so she asks us if we need help, rather than us asking for help! She has had her hands full and has always offered to step in and do the work herself ensuring that things get done to properly serve our clients."

Joyce Kato, Office Technician (OT)/Family Self-Sufficiency & Adult Services

OT Joyce Kato of the Adult Protective Services program was recently selected as the recipient of Adult Services' You Rock Award for October 2019. The following words were shared about Joyce by one of her colleagues:

"I am brand new to the county and APS. She (Joyce) has become a great mentor for me. I know that I can go to her with any question that I have. She embodies all SSA Values: she respects others, has compassion for clients and staff, is always fair, is courteous to whomever she interacts with. I have also seen her creatively solve problems and practice the "No Wrong Door" policy. She is efficient, has integrity, is a great team member and very thorough all job duties. I feel like I am on the right track and know how to do my job well because she trained me to do so."



SSA PROMOTIONS

EMPLOYEE NAME	CLASSIFICATION	DIVISION
BORREGO, OLGA GABRIELA	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
CASTILLO, GLORIA STEPHANY	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
DELGADO, IRENE RANGEL	SENIOR OFFICE SUPERVISOR (C/D)	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
GARCIA, LESLIE	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
GARCIA, ROSALVA SILVA	SENIOR SOCIAL SERVICES SUPERVISOR	CHILDREN AND FAMILY SERVICES
GOTTS, ANGELA CRISTINA	GROUP COUNSELOR II	CHILDREN AND FAMILY SERVICES
GUZMAN, ARLENE J	SOCIAL SERVICES SUPERVISOR I	ASSISTANCE PROGRAMS
HANNA, MELBA ROCIO	ACCOUNTING OFFICE SUPERVISOR II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
HENRY, AMANDA JOY	GROUP COUNSELOR II	CHILDREN AND FAMILY SERVICES
KHAN, SEEMA	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
LUX, JILL A	SENIOR SOCIAL SERVICES SUPERVISOR	CHILDREN AND FAMILY SERVICES
NAVARRO, BETTINA	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
SMITH, TRICIA LYNN	ADMINISTRATIVE MANAGER III	AGENCY ADMINISTRATION
VELAZQUEZ, SANDRA MARIE	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
WOLF, ILAN M	ADMINISTRATIVE MANAGER II	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](#).

SSA TODAY QUIZ

Congratulations to Samantha Tran, who was randomly selected as the winner of October's SSA Today Quiz on Daylight Saving Time! Samantha was one of 17 respondents who answered all eight questions correctly and received some SSA/ County souvenirs for her participation.



With the holiday season in progress, test your knowledge of classic Christmas songs on this month's SSA Today Quiz. Get all five 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](#).

IN MEMORIAM

SSA would like to recognize the recent passing of former and current SSA employees. Please keep their family and friends in your thoughts during this difficult time.



Laura Fox, former Social Services Supervisor II/Family Self-Sufficiency & Adult Services
Dilip Butani, Eligibility Technician/Assistance Programs
Doug Dier, Employment and Eligibility Specialist/Family Self-Sufficiency & Adult 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>



<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.

HAPPY
Holidays

COUNTY OF ORANGE CALIFORNIA
OC Social Services Agency
Our Community, Our Commitment