

OCSSA TODAY

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DIRECTOR'S CORNER

By Debra Baetz



Happy New Year! I hope everyone enjoyed some quality time with family and friends over the holidays and took a moment to reflect on the past year. In looking back, we have so much to be proud of. Thank you for your dedication and hard work. To remind you of all we accomplished, I invite you to read [SSA's Fiscal Year 2018-2019 Annual Report](#). You will be able to see the impact that you made on our community, and I am grateful to see how our accomplishments and future initiatives all tie back to SSA's mission of delivering accessible and responsive services to the over one in four Orange County residents we serve.

Notable achievements made in FY 2018-19 include:

- Provided family strengthening services, prevention and intervention programs to more than 6,300 families through our 15 Family Resource Centers, helping to reduce the risk of child abuse and neglect.
- Successful implementation of a new state policy that allows persons receiving Supplemental Security Income/State Supplementary Payment (SSI/SSP) to be eligible for CalFresh benefits.
- Countywide expansion of the Restaurant Meals Program (RMP), which allows elderly, disabled and homeless CalFresh recipients and their spouses to use their Electronic Benefits Transfer (EBT) card to purchase prepared meals from participating restaurants.
- Supported a significant increase in the number of homeless families served by the CalWORKs Housing Support Program, from 66 families in FY 2017-18 to 99 families in FY 2018-19. Of the families assisted with housing support services, 71 were successfully placed into permanent, stable housing, representing a 45% increase over the previous year.

As we head into 2020, we continue our work on a number of key changes and improvements, including:

- Continuing our multi-year transition efforts to the new single public benefit eligibility system, California Statewide Automated Welfare System (CalSAWS)
- Providing a direct connection for families at risk of child abuse/neglect to prevention/intervention services through the new Warm Hand Off Pilot at our Family Resource Centers
- Enhancing services in the CalWORKs program through continuation of the CalWORKs 2.0 initiative and participation in the mandated California CalWORKs Outcomes and Accountability Review (Cal-OAR) three-year implementation plan
- Ensuring greater accuracy and timeliness in payments to In-Home Supportive Services providers through the new Electronic Visit Verification process
- Increasing access for elderly, disabled and homeless CalFresh recipients to a growing number of participating restaurants throughout Orange County through the Restaurant Meals Program
- Streamlining and enhancing the Agency's outreach function and processes to provide greater accessibility and responsiveness to the community, especially with hard-to-reach populations

This is just a sampling of the critical work being performed in virtually every program at SSA to help enhance the programs and services we offer through innovation and dedication. And speaking of innovation, our Heart of SSA campaign has evolved as we continue to bring our values into action. By now, you should have learned about the Heart of SSA: Innovation in Action Challenge currently underway. I am eager to hear more about your creative ideas and how you envision integrating and enhancing the work we do across the Agency and beyond to provide comprehensive, end-to-end services to our community. I am confident we will see some groundbreaking ideas, and I encourage everyone to consider participating in the Challenge!

I wish you all an amazing year; may we continue to carry the Heart of SSA in all that we do.

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SSA SPOTLIGHT: EXCELLENCE IN SERVICE

TRAINING MODERNIZATION WORKGROUP



Back Row: Brian Nelson, Azucena Perdomo, Olivia Castro, Stacey Olivencia, Jessica Moreira, Susette Cordova-Jerro, Israel De La Cruz
Front Row: Melissa Thomas, Nancy Nguyen, Alma Guerra-Colunga
Not pictured: Sandra Mastrud

In March 2019, the Training Modernization Workgroup was formed to tackle the challenge of modernizing training practices by leveraging technology. The workgroup, led by SSA's Training and Career Development (TCD), consists of a steering committee and three subcommittees that focus on identifying software needed to host virtual trainings and create media, developing a studio to film and record audio to create training videos and acquiring the equipment needed to outfit conference rooms in SSA buildings for use as pop-up labs for training.

Workgroup members participated in field trips to San Diego County, Riverside County and Chapman University's film school to learn what other organizations are doing to modernize trainings by leveraging multiple types of communication pathways. They also participated in a cognitive learning workshop led by Jonathan Halls, a consultant and expert in leading workplace learning and talent development. It was in this workshop where the

idea of a pilot training was proposed in order to put theory into practice. The pilot would allow TCD staff to utilize current software and equipment for a real training and determine what gaps there are in knowledge or equipment that need to be addressed, allowing each subcommittee to make even more informed recommendations in their proposals. Due to the Agency's urgent need to train Eligibility Technicians in both Medi-Cal and CalFresh programs, the Dual Intensive Induction Training (IIT) was selected for the pilot training.

TCD's Training Modernization pilot team has been working on updating how content is presented to incorporate adult learning principles. By researching and applying adult learning practices and how the brain functions in training environments, the new Dual IIT curriculum will help trainees build understanding and better retain information so that knowledge and skills can be applied more easily on the job. Additionally, the pilot training will emphasize a dual mindset by



Pictured: Nancy Nguyen, Sandra Mastrud

training both Medi-Cal and CalFresh in tandem to mimic the complexities of real cases. Trainees will have opportunities to work in groups to build their support network as well as explore, interpret and apply program resources in determining eligibility.



Pictured: Staff participating in interactive demo lessons for the Dual IIT pilot training

The first Dual IIT pilot training is scheduled to launch on February 28, 2020. In the meantime, the Training Modernization pilot team will be holding interactive demo lessons throughout January and February to test out pilot training materials and show staff and leadership team the new training style. During these demos, participants will be able to experience the newly designed lessons through the eyes of trainees and provide feedback to help refine and improve lessons. TCD is excited by how much more interactive trainings will be and looks forward to launching the pilot training as the first step towards training modernization!

Congratulations to the Training Modernization Workgroup on being selected as the SSA Spotlight for January 2020!

FINDING HOUSING FOR FORMER FOSTER YOUTH

SSA, in collaboration with the Santa Ana Housing Authority (SAHA), Orange County United Way and Orangewood Foundation, joined forces to help 25 former foster youth find a place to call home through a new Department of Housing and Urban Development (HUD) voucher program called the [Foster Youth to Independence Initiative \(FYI\)](#). Of the 12 counties awarded vouchers (only 2 of which are in California), SAHA received the largest allocation of funding across the nation.

An FYI briefing was held last month at United Way Orange County and kicked off with a video message from HUD Secretary Ben Carson. Attendees included representatives from the local HUD regional office, as well as staff from SSA, SAHA, Orangewood Foundation and other community partners who played a role in providing housing and supportive services to voucher recipients.



Pictured: Paulette Moreau, Jenessa Gastelum, Jaime Muñoz, Silvia Osorio-Reyes, Lucy Solorzano, Lourdes Chavez
Not pictured: Monica Cardenas



Pictured: Ken Santini, Lourdes Chavez, Jaime Muñoz

SSA's Children and Family Services (CFS) Deputy Division Director, Ken Santini, as well as Administrative Manager II Jaime Muñoz and Senior Social Services Supervisor Lourdes Chavez with CFS' Transitional Planning Services, attended on behalf of SSA. Lourdes presented on our Agency's crucial role to identify eligible youth as FYI voucher recipients. The day ended with a site visit to the apartment of one of the first recipients, Christian, who Lourdes met and helped connect to the FYI program. The visit was profiled in press coverage by [ABC7](#), [NBC 4](#) and the [Orange County Register](#).

Lourdes shared, "This initiative supports research that indicates when homeless individuals are provided with stable housing first, they then take advantage of supportive services to address their challenges; an individual cannot address deeper issues if the basics of shelter, clothing and food are not met." She continued, "Now that he has a home to call his own, Christian has hope for the future. He plans to get a job and return to school. He didn't think either of these were possible when he was homeless. I see a big smile and a bright light in Christian that he didn't have when we first met."

Jaime and Lourdes commend the following SSA team members for their dedication and expertise in helping identify and assist the young adults in their journeys to stable housing: Senior Social Workers Silvia Osorio-Reyes, Paulette Moreau, Lucy Solorzano and Monica Cardenas as well as Bachelor of Social Work intern Jenessa Gastelum. SSA is proud to share the team's achievements and commitment to this significant collaboration. Thank you for all you do to help our current and former foster youth!

SSA RELEASES NEW ANNUAL REPORT

The SSA Annual Report for Fiscal Year (FY) 2018-19 is now available! SSA has the responsibility of serving our community's most vulnerable and, in FY 2018-19, we served over one in four Orange County residents. The Annual Report highlights our Agency's accomplishments and initiatives, as well as shares data on the impact our services have within the community. Click on one of the links below to view the report:

- Internet - <http://ssa.ocgov.com/about/plan>
- Intranet - [http://ocssa/intranet/ssa/Portal Resources Welcome Page](http://ocssa/intranet/ssa/Portal_Resources_Welcome_Page)

If you have any questions or would like to share your feedback on this report, please send an email to directorscorner@ssa.ocgov.com.



OPERATION SANTA CLAUS CRUISES TO "CLASSICK" SLEIGH RIDE

By David Anguiano, Storekeeper II



Operation Santa Claus (OSC) is more than just an SSA program that helps a vulnerable population in our community. It's an opportunity for SSA staff to establish meaningful collaborations with community partners and promote the Agency and its work in a positive and caring light.

Our good friends from "Classick Sleigh Ride" once again selected OSC as their car show beneficiary for their event held on Sunday, December 15, 2019. Classick

Sleigh Ride was established in 2012 when auto enthusiasts from all over Southern California wanted to make a difference in the lives of underprivileged youth during the holiday season.

In collaboration with K1 Speed in Anaheim, various Southern California car clubs, vendors and Operation Santa Claus, the event has developed into a Christmas tradition that benefits our foster programs' youth in Orange County since 2012. Car enthusiasts who participate in the event display their impressive show vehicles, hang out, listen to "classick" hip hop music, eat good food and are encouraged to donate new, unwrapped toys to support OSC. Centralized Operations warehouse staff including Jesse Guillen, Hector Vasquez and Ivan Diaz were on hand to represent OSC, speak to attendees about the program and assist in collecting and counting donated toys. The attendees' generosity resulted in 1,480 donated toys that benefited our youth during the 2019 holiday season. OSC greatly appreciates the Classick family's dedication, generosity and continued support.



Pictured: Classick attendees donate their toys to Operation Santa Claus



Pictured: Various cars show off their style at the Classick event

RDM TAKES ON THE HOLIDAYS ONE EVENT AT A TIME

By Mario Murillo, Social Services Supervisor I



Back row: Liz Soto, Mayra Wheeler, Lisa Baeza, Martina Moreno, Phung Tran
Front row: Gloria Anderson, Mario Murillo, Araceli Sandoval

As quickly as the holidays came in 2019, Resource Development & Management (RDM) staff were once again ready to assist some of our Agency's neediest families in giving them a special holiday.

Although December was filled with multiple events hosted by RDM, the planning for these events began in the early months of 2019. These events included Chapman Elementary School Holiday Heroes, Heritage Church Christmas Giveaway, RDM's Holiday Warehouse Spectacular and, with the help of Resource Family Approval staff, Snuggle Day & Hip 2 Be Square Foundation's Holiday Gift Giveaway. Because of the generous support and help of RDM's Faith In Motion partners, over 1,500 gifts in total were provided to nearly 300 families. Among the gifts were new bicycles, games, toys, dolls, mini electronics, clothing, blankets, make-up, fully equipped backpacks and dozens of other items. RDM also provided Children & Family Services (CFS) staff with various gifts and items to give to their clients.

Despite an increase in items received, RDM will continue to expand its capabilities and strive for a larger distribution to more families in 2020. Spearheading these events was Staff Specialist Mayra Wheeler, who spent numerous hours in coordinating each event, along with RDM staff who provided support to ensure the event's success. The holidays may be over, but RDM will continue to provide resources year round to our Agency's families.

SSA EMPLOYEES RECEIVE SPECIAL AWARD FROM THE STATE

January is National Human Trafficking Awareness Month, aimed to increase awareness about the prevalence of human trafficking and its traumatic impact on youth, families and communities. As part of this monthly campaign, the California Department of Social Services (CDSS) recognized two SSA employees with its inaugural Human Trafficking Awareness Month Awards. Juan Reynoso and Nicole Strattman were recognized for helping address and combat human trafficking by serving children, youth and families who have been impacted by exploitation.

Juan, a Social Services Supervisor II with the Family Self-Sufficiency & Adult Services Division, was nominated by CDSS' Refugee Programs Bureau for his dedication and support of the Trafficking and Crime Victims Assistance Program (TCVAP), assisting survivors of human trafficking, domestic violence and other serious crimes since 2013. Juan has also been a champion of county-to-county collaboration and improving the quality of services for TCVAP clients.



Pictured: Juan Reynoso, Nicole Strattman

Nicole, a Senior Social Services Supervisor with the Children & Family Services Division, works as our Commercially Sexually Exploited Children (CSEC) Program Coordinator and agency liaison with the Orange County Human Trafficking Task Force. Nicole helped implement specialized services for CSEC youth, including the launch of a dedicated resource and support center. She also introduced Baxter, a therapy dog, to the County's GRACE Court (Generating Resources to Abolish Child Exploitation) to comfort trafficked youth. Baxter, his handler Cheryl Timmons and Nicole have garnered national media attention for the positive impact Baxter's presence has made on CSEC youth.

Please join us in congratulating Juan and Nicole for their remarkable contributions and in thanking all SSA staff who work with victims of exploitation for their efforts in making a difference in the community.

HINTS AND TIPS FROM YOUR EUREKA ADMIN TEAM

Happy New Year and thank you for your efforts in completing the Eureka Pioneer Badge Challenge! As you may have heard, our Agency surpassed its goal with over 60% of all staff successfully completing the challenge. Overall, 2019 was a busy year for the Eureka Admin Team with the launch of Eureka. We have been hard at work communicating with various divisions and programs regarding best practices, building out and testing processes in the system, promoting the Challenge and troubleshooting issues. We have a lot of great things in store for you in 2020! Be on the lookout for announcements regarding Supervisor and Manager Webinars, SSA Playlists, Virtual Office Hours and Featured Trainings!



Pictured: Deena Bower, Jocelyn Litiatco, Paola Saunders, Anne Price

As you continue to explore Eureka, here are some hints and tips from your Eureka Admin Team that you may find helpful:

- "Use the SSA Eureka Inbox (EurekaInquiries@ssa.ocgov.com)! We are here to help, and your feedback lets us know what's working and what isn't. No question is too small." –Deena Bower
- "Don't be afraid to explore Eureka. The more hands on you do in the system, the more comfortable you will be with it." –Jocelyn Litiatco
- "You can view your transcript by clicking on the Transcript icon. Although 'Active' training is the default, you can select and choose 'Completed' to view training that you have finished." –Anne Price
- "Many more learning opportunities have opened up with Eureka. It's important to take advantage of it for both your personal and professional growth." –Paola Saunders

If you have any questions about Eureka, visit [SSA's Eureka Intranet Page](#) or send an email to EurekaInquiries@ssa.ocgov.com.

MEET SSA'S LEADERSHIP DEVELOPMENT TEAM

Name: Raquel Vargas

Title: Deputy Division Director, Assistance Programs Regional Centers

Areas covered in your position: I provide support to the following Assistance Programs Regional Centers that administer Medi-Cal, CalFresh and General Relief Programs: Orange County Processing Center (OCPC), Central Regional Office (CRO), Cypress Regional Center (CRC), Garden Grove Regional Center (GGRC) and County Community Service Center (CCSC).

Years of Service with the County of Orange: I have 27 years of experience with the County of Orange, all at SSA.

Divisions worked/previous experience: In my career with SSA, I have had the opportunity to work in both Family Self-Sufficiency as well as Assistance Programs. I started my career as an Eligibility Technician administering the Medi-Cal program in 1993. I then held various leadership positions in Assistance Programs and Family Self-Sufficiency administering Medi-Cal, CalFresh, CalWORKs and Welfare to Work. In 2007, I was promoted to an Administrative Manager II overseeing the Aliso Viejo Regional Center in Assistance Programs, then later accepted a lateral transfer to manage the Santa Ana Regional Center. In 2013, I was promoted to a Senior Administrative Manager II where I led the Assistance Programs Operations Team and later transferred to provide leadership to numerous Assistance Programs Regional Centers. On December 6, 2019, I was promoted to my current role as Assistance Programs Deputy Division Director.



Fun fact about you (hobby, favorite food, movie, sports team, etc.): I am very passionate about spending time with my family. My husband and I have two amazing children, Anthony (age 28) and Amanda (age 23). A newfound activity that we all really enjoy doing together is going to Escape Rooms. The challenge of solving the various puzzles, working together and then successfully getting out of the interestingly themed rooms is so fun. I also really enjoy traveling, particularly going on cruises. I feel like, this way, I get to see so many different ports and get a brief taste of the different parts of the world. The two most recent trips we went on was to Alaska, Puerto Rico, Dominican Republic and St. Thomas. The glaciers in Alaska are truly breathtaking and the Caribbean waters are definitely something to remember.

Professional development tips for staff: Take the time to develop and invest in the professional relationships with the people we work with. One of my favorite quotes is, "People will forget what you said, people will forget what you did, but people will never forget how you made them feel" by Maya Angelou. By taking the time to get to know others, it shows we care and we learn so much about what drives/motivates them. We also continue to learn about ourselves. I strongly believe that as professionals we have an important responsibility to ourselves, colleagues and the families we serve to do the right thing, even when it is not the easy or popular choice. Finally, most importantly, be passionate about what you do and try to make a positive difference each and every day.

YOUR MONTHLY MICRO-MINDFUL MOMENT



Stressed? Fatigued? Running on fumes?

- Pause, sit quietly and, for just 60 seconds, breathe deeply
- As you inhale, notice without judgment your thoughts, feelings and sensations
- Let them go on your exhale

BOWLING FOR A CAUSE

SSA staff joined Los Angeles Chargers defensive end Damion Square and local residents in bowling strikes and spares for foster youth and children in need at the second annual Jingle Bowl Rock, a charity fundraiser held on December 13, 2019 at Bowlmor Lanes in Anaheim.

Damion and his wife, Brandi, founded the Hip 2B Square Foundation as a way to help vulnerable children and families. For the second year, Damion and Brandi partnered with SSA to adopt 13 Orange County families. Each family provided a list of needed items and Hip 2B Square worked to turn wish lists into a reality. The fundraiser also raised awareness about the ongoing need to recruit resource families for Orange County foster youth.



Pictured: Framed signed jersey presented to SSA by LA Chargers' Damion Square

As a gesture of their appreciation for our ongoing partnership, Damion and Brandi presented SSA with a framed signed jersey. Senior Social Workers Caroline Ano, Veronica Flores De Leon and Maria Major with the Resource Family Recruitment and Training team as well as Staff Specialist Mayra Wheeler with Resource Development and Management were on hand to receive the gracious gift and led the effort to help distribute gifts to the 13 families.

Damion, Brandi and all who attended Jingle Bowl Rock not only provided families in need of gifts for an enjoyable holiday, but, more importantly, also gave the gift of hope; hope in knowing the community supports and encourages families facing crisis, as well as a reminder that there are generous community partners who make it their mission to help strengthen families. For more information about the Hip 2B Square Foundation, please visit hip2bsquare.net and to learn more about becoming a resource parent, go to oc4kids.com or call (888) 871-5437.



Pictured: Veronica Flores DeLeon, Caroline Ano, Maria Major, Damion Square, Brandi Square, Mayra Wheeler

MEDS ALERT TRAINING

By Jamie Petersen, Social Services Supervisor I



Back row: Chela Ruvalcaba, Jamie Petersen, Cecilia Hernandez
Front row: Renee Ruiz, Adriana Gardea

In November 2019, members of the System Support Team (SST), MEDS Coordination and Assistance Programs (AP) Operations & Policy Team (OPT) were deployed to AP regional offices to provide training on processing MEDS (Medi-Cal Eligibility Data System) Alerts. MEDS is a statewide data hub serving a variety of eligibility, enrollment and reporting functions for Medi-Cal and other state and federal benefits. MEDS Alerts identify information discrepancies between the CalWIN eligibility system and MEDS and are important to process timely and accurately in order to reconcile discrepant information and prevent customer benefits from being negatively impacted. The training aimed to assist staff in meeting the Agency's goal of reducing MEDS Alerts by 10% on a monthly basis. The deployments were conducted as half-day instructional workshops with hands-on opportunities and were intended to provide staff with the skills, knowledge and tools needed to be able to process MEDS Hold Alerts accurately and efficiently. Approximately 200 eligibility staff participated in the workshops, where the deployment team was available to answer questions regarding identifying discrepancies between the CalWIN and MEDS applications, processing cases and resolving discrepancies.

According to the deployment team, staff recognized the importance of MEDS data being correct, thus ensuring customers received their benefits accurately and timely. Staff expressed appreciation for the workshops and hands-on experience. Some of their comments included:

- The MEDS training held today by SST was very informative and helpful.
- I'm so glad I attended because I was able to pick up a few more hints and tips that will be very useful in the future.
- Hands on trainings, specifically the ones in the computer lab where we are taken through live cases, are really helpful.
- It's always nice to be helped and heard in an open forum like the one today.
- Thank you for the informative training, particularly the shift+F1 function.

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



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

Intake EES Aileen Thavorn recently received the following words of recognition and gratitude from a client:

"I want to say that Aileen Thavorn is a wonderful worker. She communicated with me throughout the whole process and clarified any questions I had. She also made me feel good today. Thank you Aileen for doing great at your job."

Darcey Hanna, Social Services Supervisor I (SSSI)/Agency Administration

Training and Career Development (TCD) recently presented SSSI Darcey Hanna with their quarterly Total Customer Dedication Award.

Darcey was recognized one by her colleagues for:

"Always stepping in to help out whenever it is necessary, whether it means additional trainings, projects or questions and doing so with a positive attitude. Your dedication to the professional development of our trainees and contributions to our department do not go unnoticed."



Teri Small, Senior Social Worker (SSW)/Children and Family Services

SSW Teri Small was recognized as the CFS Employee of the Month for December 2019. The following is one of the comments that were shared about Teri:

"Teri is a very caring person who never complains about her job or responsibilities. She strives to maintain her caseload at low numbers and works hard to complete her written investigations. She likes what she does and several supervisors have complimented her on her work ethic. Whenever needed, she is willing and ready to help out her colleagues without hesitation. Not only does she go out of her way to help her colleagues, but she also helps the families she meets through emergency response to the best of her ability."

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

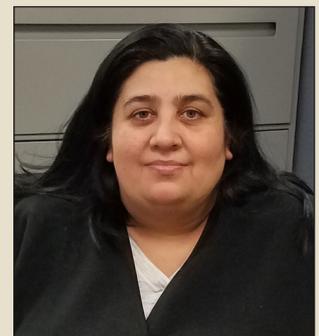
Intake EES Kristie Tran recently received the following words of recognition from one of her colleagues:

"Kristie demonstrates teamwork on a daily basis. She assisted a colleague with processing a Diversion Payment for a client. She met with the client and obtained the necessary documents to issue the payment. Her willingness to help the client and her colleague in need goes beyond the norm."

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

Intake EES Rosa Ramirez recently received the following words of gratitude from a client:

"Mrs. Ramirez is one beautiful soul. We are going through tough times and Mrs. Ramirez recognizes that. I have come to her being sober and ignored her through drug relapse. I always avoid the County or lie about things and that never gets me anywhere. Having Rosa on my side made me comfortable to communicate my real situation. I absolutely have been driven to do better and be better. When they screen for new hires, please find qualities in them that are similar to Rosa's, or just have her train them. Thank you."



BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



Kasey Spatz, Social Services Supervisor I (SSSI)/Agency Administration

SSSI Kasey Spatz of Program Integrity recently received the following message from a client regarding her excellent customer service, as shared by her supervisor:

"The client expressed that Kasey was very thorough with her issues under appeal and that she was the one who got the job done. She only hoped that there were more people like her who show courtesy, effectiveness and thoughtfulness. She was very grateful for the wonderful job Kasey did."

Deena Bower, Staff Development Specialist (SDS)/Agency Administration

Training and Career Development (TCD) recently presented SDS Deena Bower with their quarterly Total Customer Dedication Award.

The following comments were among those shared about Deena by her colleagues:

"Deena demonstrates total customer dedication through the way she acquires, processes and communicates while collaborating on a variety of projects. Deena has been a warm and steady hand in the launch of Eureka and the five mandatory eLearnings. Thank you, Deena!"

"My goodness, this girl does a lot! She can be seen attending meeting after meeting and managing multiple tasks and numerous deadlines, all with a warm and friendly demeanor."

"She has taken the lead (with Eureka) and run with it with so much grace...and she is new to the County."



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

Intake EES Lina Hernandez recently received the following words of gratitude from a client:

"I wanted to thank you for being such a friendly sincere worker to my husband and me and for being so quick to let us know the status of our application. We were extremely grateful and it is such a blessing to our family. Thank you so much."

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

EES Caroline Le (not pictured) recently received the following letter from a client:

"I am writing this letter to the Social Services Agency to express my sincere appreciation to my worker Ms. Caroline Le. Ms. Le is very kind and patient in explaining the CalWORKs and Welfare-To-Work programs to me when I did not understand the programs. She took the time to explain in details how the programs worked. I now have a thorough understanding of the programs better than ever before. I feel very comfortable, happy and confident every time I meet with her to provide reports or to submit verifications. Please accept my sincere gratitude. Thank you."

SSA PROMOTIONS

EMPLOYEE NAME	CLASSIFICATION	DIVISION
ANDERSON, FRANCINA LIDIETH	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
ARANDA SOTO, DANIELA	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
BAILON-GARCIA, STEPHANIE ELIZABETH	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
BELL, GARREN DAVID	SOCIAL WORKER I	CHILDREN AND FAMILY SERVICES
BOORN, ZOE LYNN	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
BOWMAN, GERLYN GAIL	ADMINISTRATIVE MANAGER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
CARRAWAY, KENDRA JANE	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
CASTILLO, XOCHITL	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
CERVANTES, LAURA AVILA	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
CONNER, CYG P	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
DALTON, DOMINIQUE D	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
DAVALOS, MARIBEL	SOCIAL WORKER II	CHILDREN AND FAMILY SERVICES
DAVID, KRISSELDA AURORA AVEO	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
EDWARDS, DANIEL K	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
GARCIA, EMILIA	DATA ENTRY TECHNICIAN	ASSISTANCE PROGRAMS
GARCIA, STEPHANIE	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
GARDUNO, CHRISTIAN	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
GONZALEZ, BRIAN MARCOS	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
GOSWILLER, KIMBERLY LIND	SENIOR RESEARCH ANALYST	AGENCY ADMINISTRATION
GOTTS, ANGELA CRISTINA	SOCIAL WORKER I	CHILDREN AND FAMILY SERVICES
HEREDIA, BLANCA	SOCIAL WORKER I	CHILDREN AND FAMILY SERVICES
HERNANDEZ, MARIA LOURDES	SOCIAL SERVICES SUPERVISOR I	AGENCY ADMINISTRATION
HERRERA, IZAMAR	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
LEIGH, MICHAEL YUEH	OFFICE SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
MOLINA, MARIELA	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
NARANJO, PRISCILLA RAQUEL	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
NGUYEN, LAN THI-THANH	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
NIEVES, ANNETTE	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PATTNAIK, ARUNDHATI	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PHAM, LIEN	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PINEDA, ZULEYMA	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
POULOS, JULIE	ADMINISTRATIVE MANAGER III	ASSISTANCE PROGRAMS
ROSALES, LILLIAN	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
RUANO, YESENIA ULLOA	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
TELEGADAS, MARLENE A	ADMINISTRATIVE MANAGER II	CHILDREN AND FAMILY SERVICES
TRAN, SAMANTHA THAO-LE	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
ULLOA, SUSANA	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
VARGAS, RAQUEL M	ADMINISTRATIVE MANAGER III	ASSISTANCE PROGRAMS
VEGA, OMAR	EMPLOYMENT AND ELIGIBILITY SPECIALIST	ASSISTANCE PROGRAMS

LOOKING TO PROMOTE?



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 and current SSA employee. Please keep their family and friends in your thoughts during this difficult time.



Olive Page, former Information Processing Technician/Children and Family Services
Monica Rondan, Senior Social Services Supervisor/Children and Family Services

JOIN THE MCAC!



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

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

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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.