

OCSSA TODAY

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

IHSS HOSTS COMMUNITY WORKSHOPS ON NEW ELECTRONIC TIMESHEET PROCESS

By Donna Garza, Social Services Supervisor I

In-Home Supportive Services (IHSS) is an Adult Services program that provides home-based care assistance to eligible aged, blind and disabled individuals who may be limited in their ability to care for themselves and cannot live at home safely without assistance. A recent federal law required all states to implement Electronic Visit Verification (EVV), an electronic based system that collects information through a secure website, mobile application or a telephone and is replacing the current IHSS timesheet process. Based on the new law, all IHSS recipients and providers must be enrolled by December 31, 2020 or will be automatically enrolled in the phone option by the State.



Pictured: Eliza Tugadi, Hortensia Diaz, Marquisha Perry, William Cramer, Judy Francisco, Hai-Yen Doan, Jeannette Mora, Donald McFarland, Jesse Guillen, Gerlyn Bowman, Donna Garza

In November 2019, only 40% of the recipients and providers of the IHSS population had registered for the EVV system. To increase enrollment, Family Self-Sufficiency & Adult Services (FSS & AS) Policy & Quality Assurance (PQA) organized and led 26 community workshops throughout the county in locations easily accessible to meet the needs of this population such as city and county libraries, CalOptima, SSA's Cypress Regional Office (CRC) and the Orange County Housing Authority. To assist with electronic enrollment, Wi-Fi was required at each venue. The CRC location lacked Wi-Fi, so the Mobile Response Vehicle (MRV) was deployed to assist. The enrollment area was set up near the MRV for staff and participants and was staffed by bilingual volunteers.



Pictured: Hai-Yen Doan sits with Jeannette Mora at one of the tables set up for the EVV workshop at CRC

A total of 55 employees from the FSS & AS Division, including IHSS, Adult Protective Services, PQA, Divisional Operations and regional staff from Cypress and Laguna Hills Regional Center offices, as well as Regional Center of Orange County staff, volunteered their time at the EVV workshop sessions. Volunteers assisted in enrolling participants and answering a myriad of questions. They exhibited patience and compassion while educating many participants on how to create an email, navigate an electronic device and access the new timesheet website. The California Department of Social Services (CDSS) staff also conducted presentations, assisted with enrollment and provided a great deal of support and guidance to the volunteers and attendees. At each workshop, participants expressed appreciation at how patient staff were and reported feeling confident in navigating the website portal after receiving individualized help.

CDSS staff reported that they were impressed by the professionalism demonstrated by the volunteers and the coordination of each session. Orange County was noted as "District of the Week" in January due to making significant strides toward our EVV adoption rate and for using innovative methods to reach more providers and recipients, including the use of the MRV. Ultimately, the workshops served 316 IHSS recipients and providers. Due to this collaborative effort, IHSS now has an EVV adoption rate of 85% at the time of this writing and it continues to increase. Thanks to all of the volunteers for their collaboration and teamwork!

CONTENTS

SSA Spotlight: Excellence in Service	2
Teen Dating Violence Awareness Month	3
Stories From the Field: Every Dollar Counts	3
Operation Santa Claus Holiday Season Comes to a Close	4
SSA Honors Black History Month	4
Heart of SSA Presents: The Innovation in Action Challenge	5
Your Monthly Micro-Mindful Moment	6
Free Tax Filing Assistance at Santa Ana Regional Center	6
Beyond the Call: Exceptional Service in Action	6
SSA Promotions	9
SSA Today Quiz	10
In Memoriam	10
Executive Meet & Greets	10
Connect with Us!	10

SSA SPOTLIGHT: EXCELLENCE IN SERVICE

WRAPAROUND OC

Wraparound “Starts with a Child and Ends with a Family” with the hope of surrounding the family with a village of services and people who know and love them. Wraparound’s mission outlines its purpose, “Wraparound Orange County partners with families to facilitate and support children/youth’s abilities to remain in safe and stable homes through a strength-based, family-centered, team-driven approach.”

Wraparound is a collaboration between SSA, Probation, Health Care Agency and a parent representative who has experience working with various County departments and/or Regional Center. This parent representative is currently contracted through Family Support Network. The Wraparound process is executed in collaboration with four contracted direct-service providers, which are currently: New Alternatives, Olive Crest, South Coast Community Services and Seneca Orange County.

Wraparound serves children and youth who often demonstrate complicated and challenging behaviors. When Wraparound OC was implemented in 2001, over 850 OC dependents were placed in congregate care. Today, there are typically less than 100 OC dependents in congregate care, in large measure due to the success of Wraparound OC. Since its inception 19 years ago, Wraparound has received over 6,700 referrals, with an average success rate of about 80% -- meaning that approximately 80% of the children/youth who participated in Wraparound OC were living in their respective homes or home-like settings at the close of Wraparound.

What makes Wraparound so successful? Wraparound is not just a service, it is a process and is about the way we work with children and families to meet their unique needs and connect them with their natural and community supports. Wraparound is a creative, strength-based process that builds upon the child and family’s strengths.

Ten Wraparound Principles guide the process: Family Voice and Choice, Team-Based, Natural Supports, Collaboration, Community-Based, Culturally Competent, Individualized, Strengths-Based, Persistence and Outcome-Based. Wraparound incorporates each of these 10 principles in building upon the family’s strengths to develop individualized interventions and supports tailored to the needs identified by each youth and family. These principles underlie the collaboration between participants, their families and the Wraparound teams, partnering together for the benefit of the children and families.

Every Wraparound OC participant and his or her family receives a Care Coordinator, who brings formal and natural Child and Family Team (CFT) members together and facilitates the CFT meetings; a Parent Partner, who provides support to the



child’s parents or caregivers, based on similar life experiences, and who encourages parents to participate in their case plan requirements and advocate for their children; and a Youth Partner, who serves as a mentor to the youth, role-modeling pro-social behaviors, providing support and ensuring that each youth’s voice is always heard. Wraparound was the originator of the now State-required Child and Family Team Meetings.

Here is what one family had to say about their experience with Wraparound:

“Wraparound exceeded our expectations and we got amazing results. The whole process was about analyzing the situation, finding the recommendations possible, and then applying them to get good results...we’re stable now and have much more hope. The Parent Partner was helpful every step of the way...and helped us put aside the negative. The team wasn’t invasive to our family; they were more of a stepping stone for us and a great help. Everyone on the team was great, but the Parent Partner was exceptional...”

In summary, Wraparound Orange County strives to keep each family together in a home, in their community and with people who know and love them.

There’s a whole CFS team that keeps Wraparound thriving. Referrals are made by calling: Cheryl Grimsley, (714) 704-8247, Arlene Erickson, (714) 704-7932, or Larry Jimenez, (714) 704-8253.

Congratulations to Wraparound OC on being selected as this month’s SSA Spotlight!

TEEN DATING VIOLENCE AWARENESS MONTH

February is Teen Dating Violence Awareness Month (TDVAM), a nationwide campaign dedicated to raising awareness about teen dating abuse. This is a widespread issue that impacts teens, their parents, teachers, friends and communities. At SSA, we can work together to help promote safe, healthy relationships for those we serve.

Teen dating violence is more common than people think. Before they become adults, one in three teens in the U.S. will experience physical, sexual or emotional abuse by someone they are in a relationship with.* In Orange County, 69% of all teens have experienced some form of abuse in their dating relationships and one in four OC teens have experienced sexual abuse in their relationships.



By communicating and erasing the stigmas surrounding these difficult issues, we can raise awareness and stop dating abuse before it starts. Anyone can make a difference by reaching out to young people in simple ways. We can be unified against teen dating violence by:

- Discussing the **warning signs** of dating abuse, not just physical abuse
- Creating a **positive** connection to the issue – talk about the **characteristics** of healthy teen relationships
- Talking about how the media portrays healthy and unhealthy relationships

For more information about TDVAM, visit loveisrespect.org. The National Domestic Violence Hotline at (800) 799-7233 is also available to anyone who has been affected by relationship abuse, including those who are currently in abusive relationships, those who are working to heal, friends or family of victims and survivors and anyone in the community who has questions about domestic violence. Phone services are provided in more than 200 languages.

*Statistics provided by the Break the Cycle 2011 College Dating Violence and Abuse Poll and loveisrespect.org.

STORIES FROM THE FIELD: EVERY DOLLAR COUNTS

By Luke Tran, Eligibility Technician



Pictured: Alma Guerra-Colunga, Luke Tran, Hong Gallardo Ho

My name is Luke Tran and I have been an Eligibility Technician at the Foster Care Regional Center since June 2019. What I enjoy most about being an ET in the Foster Care program is my interaction with providers, social workers and our Non-Minor Dependents (who are foster care dependents over the age of 18). When a child who is a court dependent is in an out-of-home placement, Orange County makes Foster Care payments to the provider to help provide care for the child. My role as an ET in Foster Care is to make sure that these payments go out timely, with the correct rate, while also ensuring that the correct funding stream is used.

I attended Foster Care Training from July to August 2019. During this time, the trainer was Alma Guerra-Colunga. The tips that she gave us throughout the training regularly help me a lot when I review my cases. In particular, she explained the importance of federal funding. In every module, she reminded and encouraged us that when we receive our cases, we should review our state cases thoroughly to see if they are federally eligible, meaning that they are in compliance with Adoption and Safe Families Act regulations. Alma emphasized that 20 federal cases saves the County \$1 million. This money goes back to the County, which can be used for resources such as hiring new staff and assisting our most vulnerable children, adults and families. After training, I saw that the Foster Care Regional Center also valued the importance of reviewing our cases for federal eligibility and set this as our regional goal. I diligently reviewed my cases for federal eligibility. During the annual review of a particular case, I was able to convert it from state to federal going back 18 months. The total amount converted to federal funds was \$211,122. Hong Gallardo Ho was my assigned mentor in the Foster Care mentorship program and helped me review the documents to ensure that the conversion was correct. Hong always makes herself available and takes the time to explain the complexities of this program in a very understandable way.

The Foster Care Regional Center administers various programs that at times can be complicated because there is so much to remember; however, the work that I do is very rewarding. I don't just authorize payments; I am also a resource and offer other additional supports for providers caring for Foster Care children.

OPERATION SANTA CLAUS HOLIDAY SEASON COMES TO A CLOSE

By Jesse Guillen, Administrative Manager I

After months of planning, organizing and...did I say planning?...the 2019 Operation Santa Claus (OSC) holiday season came and went like a flurry of snow. Although OSC and Senior Santa & Friends (SSF) are year-round programs, Centralized Operations' Volunteer & Intern Programs (VIP) unit, where the programs reside, really crank it up during a four-month period from October through January each year.



Pictured: Shoppers navigate the OSC warehouse aisles to acquire toys for their clients and customers



Pictured: Aliso Viejo Regional Center staff join the rest of SSA in donating toys to the OSC holiday drive

Ready, set, go! Small armies from the Family Self-Sufficiency & Adult Services, Children and Family Services and Assistance Programs divisions converge at the OSC warehouse during a two-week period to meticulously shop for children on their lists. With lists in-hand, SSA staff expertly maneuver through the OSC aisles in search of their targets: girls' toys, boys' toys, toddler toys, electronics for older teens or sports equipment for the athletic ones; so much to consider. This routine occurred for two straight weeks and could not happen without the generous support of volunteers that consisted of SSA and other county agency employees, college club groups, corporate groups and individuals from the community who simply wanted to give back during the holidays.

Truly, this is no longer a small operation that began in 1962 to serve a small group of children. The annual event has grown to a major effort that saw 41,064 toys distributed to children this past season by way of our SSA partners, including Resource Parents, Health Care Agency, OC Community Resources, Probation Department and Department of Child Support Services. We succeed because of you. THANK YOU to all SSA staff who contributed financially, donated a gift(s) or volunteered at OSC/SSF. The next holiday season is right around the corner once more. To get involved, look for news from OSC beginning this fall.



Pictured: Santa Ana Regional Center staff showcase their selected toys and gifts for clients and customers

SSA HONORS BLACK HISTORY MONTH

By Caitlin Trebil, Community and Government Relations Intern

On February 19, the SSA Multicultural Advisory Committee's (MCAC) African American Roundtable (AAR) hosted their annual Black History Month celebration at the Children and Family Services Eckhoff Annex Lunchroom.

The lunchroom was filled with table displays paying tribute to various contributions of African Americans throughout history. One table was dedicated to African American trailblazers such as scientist and inventor George Washington Carver, abolitionist and activist Harriet Tubman and, the first child to desegregate an all-white school in Louisiana, Ruby Bridges. Other tables honored prominent black women and inventors in history. Did you know that potato chips, hair brushes, foldable chairs, the ice cream scoop and peanut butter were all invented by African Americans? Also highlighted were famous African Americans in sports, such as Kobe Bryant and Jackie Robinson, books covering the civil rights movement led by Martin Luther King, Jr. and musical artists such as Marian Anderson.

After learning more about African American history, guests enjoyed pulled pork and chicken sandwich options with potato salad, coleslaw, beans, chips and Famous Amos Cookies. At the outside seating area, staff tested their knowledge in black history trivia games with topics ranging from sports to movies and famous quotes.

The African American Roundtable thanks all staff who helped bring the event to life as well as those who supported this celebration!



Pictured: Various table displays set up at the CFS Eckhoff Annex Lunchroom honoring the contributions of African Americans

Heart of SSA Presents:



THE
INNOVATION
IN ACTION

CHALLENGE

SSA's Leadership Development Team (LDT) wants to hear from you!

Submit your ideas through the Innovation Challenge to improve services across SSA and the County. Participate as a team or individually to enhance and implement services by answering five key questions for each innovation project. The top three teams and individual winners will receive recognition and prizes.

The LDT is currently accepting submissions until **March 31, 2020**.

For more information on the Innovation in Action Challenge and to download a submission form, click [here](#).

YOUR MONTHLY MICRO-MINDFUL MOMENT

Kindness is good for the heart. Perform a conscious act of kindness today and every day, it can be as simple as:

- Holding a door for someone
- Saying good morning to someone you pass in the hallway
- Actively listening to someone with a clear open mind
- Sending an unexpected thank you email or cc'ing someone's boss about whatever it is you appreciate



FREE TAX FILING ASSISTANCE AT SANTA ANA REGIONAL CENTER

By Marisela Palacio and Cesar Vega, Social Services Supervisor Is



In partnership with the Orange County United Way, SSA's Santa Ana Regional Center (SARC) is participating again this year as an available site for the Volunteer Income Tax Assistance (VITA) program, as it has been for the last three years. The program offers free tax filing assistance for eligible individuals and families in Orange County and also helps them find out if they qualify for the California Earned Income Tax Credit (CalEITC). Customers with household incomes less than \$60,000 in 2019 may be eligible to file their taxes for free.

SARC staff provide building access and system support to VITA staff and volunteers. VITA's lead coordinator and volunteer staff will be at SARC on Saturdays through April 11, 2020. Appointments are scheduled beginning at 8:00 a.m. and the last appointment is at 3:30 p.m.

If you know someone who is interested or could benefit from free tax preparation, please have them visit ocfreetaxprep.com for locations or call (888) 434-8248 to schedule an appointment at the SARC location. In addition to SARC, VITA has 25 additional locations throughout Orange County. To download an informational flyer, click [here](#).

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

MIGUEL REYNOSO, Eligibility Technician (ET)/Assistance Programs

ET Miguel Reynoso of Orange's Call and Processing Center recently received some words of gratitude and appreciation from a client, as shared by a supervisor:

"A customer called and wanted to express her sincere gratitude and joy that Miguel was able to assist her with all her questions regarding the Qualified Medicare Beneficiary (QMB) premium payment program. She appreciated how he took the time to explain everything in a calm and patient manner so she understood. Great job Miguel and thank you for the outstanding customer service!"



SARA GHANBARIAMI, Eligibility Technician (ET)/Assistance Programs

Customer Service ET Sara Ghanbariami of Garden Grove Regional Center recently received the following words of acknowledgment from a client:

"I am very thankful to have been served by Sara. I would like to recognize her great, rare, public relations skills. I feel privileged to be helped by her unselfish service to make me feel comfortable with my needs. I hope this little note will help her career as a devoted and dedicated employee of SSA. I feel that more people like Sara would serve as a touch of kindness, love and altruism. Thank you for your great outstanding service. Two thumbs up to everybody including (her supervisor) Mr. Mike Taman."

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

Intake EES of Laguna Hills Regional Center recently received the following words of gratitude from a client:

"Thank you Bobby for making the hardest time in our lives more bearable. Thank you for taking us under your wing and helping our family."



BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



ERICA SARABIA, Social Worker II (SWII)/Family Self-Sufficiency & Adult Services

SWII Erica Sarabia of In-Home Supportive Services recently received the following words of appreciation and gratitude from a client:

"I am the care provider for my brother. He had a number of health problems in 2019. We recently had a home visit and need evaluation by Ms. Erica Sarabia. Once again, we wanted you to know how much we appreciate her compassion and her extensive knowledge of supportive services. She listened carefully, and made both of us feel that she understood our concerns. She was efficient and also very kind and thoughtful. Sometimes this kind of discussion can feel intrusive and embarrassing. Ms. Sarabia put us at ease and treated us respectfully. Paul and I felt that it was a good and complete evaluation. We also want you to know how grateful we are for the assistance afforded us by Medi-Cal and IHSS. I hope you know what a life-saver IHSS is to families that are struggling with these kinds of serious illnesses."

BELEN CERVANTES, Eligibility Technician (ET)/Assistance Programs (not pictured)

ET Belen Cervantes of Orange's Call and Processing Center recently received some words of acknowledgment from a client, as shared by her supervisor:

"I received a call from a customer who took the time to let us know about her wonderful experience today. She mentioned you went the extra mile by researching Social Security Administration information for her. She expressed how helpful you were. Thank you Belen for providing a high level of service to our community members."

DAYNA MAYFIELD, Social Worker II (SWII)/Children and Family Services

SWII Dayna Mayfield was recognized as the CFS Employee of the Month for January 2020. The following comments were shared about Dayna:

"Dayna (DJ) is a veteran worker who tirelessly strives to help her colleagues. She is focused on the best engagement with our families and ensuring child safety. She has a special ability to meet our families where they are. She appreciates how separation from parents can be heart wrenching for parents and children and she has a great ability to understand the case and client specific needs."

"Dayna has gone above and beyond especially when she agreed to take a 15-year-old boy on an outing. Dayna had never met this youth before. The youth has been diagnosed with Tourette's Syndrome as well as mental health issues. Dayna took the youth out to eat and allowed him to release his energy through his Tourette's rituals. Dayna allowed the youth to open up to her and express himself in a way that he had not done previously. He was open and honest and spoke of his concerns regarding his family and plans for himself. Dayna seemed to be able to build a quick bond with this young man especially in a short period of time."



DIANA LARUSSO, Administrative Manager I (AMI)/Agency Administration

AMI Diana LaRusso of Facilities and Emergency Management Services (pictured standing and delivering a presentation) recently received the following email message sent to Agency Director Debra Baetz from a member of the Newport Beach Police Department:

"I just wanted to send you a note of thanks in recognition of your employee Diana LaRusso. Diana recently came to the City of Newport Beach to discuss Social Services' efforts in sheltering for disasters for our Recreation Department staff. Our staff was so impressed with the planning and training that has been done to assist cities and others during a disaster. You can clearly see that Diana is passionate and motivated about this subject. We hope we never need to call on Social Services during an emergency but know that we are in good hands if we need it."

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



TRACY NGUYEN, Social Worker II (SWII)/Family Self-Sufficiency & Adult Services

SWII Tracy Nguyen of In-Home Supportive Services (pictured with her dog, Lucy) recently received the following letter from a client:

"On behalf of my parents, I would like to convey to you the excellent service of Tracy Nguyen. She is a very professional and kind social worker. She has always been patient with my parents who are in their 80s with very fragile health. I sincerely hope that the IHSS management team would recognize Tracy's dedication for helping the elderly and disabled patients."

JANET YOUNT, Social Worker II (SWII)/Family Self-Sufficiency & Adult Services

SWII Janet Yount of In-Home Supportive Services recently received the following words of recognition from a client:

"There are some people that make this a better world by being in it...Janet Yount is one of those people. She is professional: arrives on-time and comes prepared with all needed information and paperwork. She is kind: upon entering our home, she walks over to my grandmother and lovingly says hello. She is thoughtful: asks my mom how she is doing as it takes a toll on the caregiver to help someone with all their tasks. She is helpful: gives advice and ideas as to what we can do to make our lives easier. Janet brings joy and laughter into our home whenever she enters. AND her hugs give us a burst of energy."

We are all so appreciative of Janet. She is truly an incredible person and we are so fortunate to have her as our case manager. We always look forward to her visits."



CATHERINE BULLEN, Office Clerk/Family Self-Sufficiency & Adult Services

Office Clerk Catherine Bullen of In-Home Supportive Services Public Authority was presented with Adult Services' You Rock Award for February 2020. The following comment was shared by one of her colleagues:

"Cathy always has a smile on her face and is such a fun character that she makes everyone smile and laugh on a day to day basis. Every day I see her work hard with a positive attitude while getting her daily work done. Even if she doesn't know the answer to something, she will never leave you hanging and will try to find an answer for you. She deserves this You Rock Award."

JIM BOYD, Social Worker II (SWII)/Family Self-Sufficiency & Adult Services

SWII Jim Boyd, Mutual Client Case Manager, recently received the following letter of appreciation from a client:

"I have thought about what you said and once again you make perfect sense. I want you to know that on days where I felt I didn't know if there was any good days in sight you restored that hope. When I wanted to vent about how hard it was to be separated from my babies, you gave me hope and understood where I was coming from. That doesn't happen much throughout this process so the time you gave meant so much. I truly thank you Jim for everything. You are definitely a blessing to me and my babies. Have a terrific Tuesday and again thank you, thank you, thank you for everything!!!"



SSA PROMOTIONS

EMPLOYEE NAME	CLASSIFICATION	DIVISION
ALHAMBRA, ROSA MARIA MENDEZ	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
ALVARADO, BRITTANY MARIE	OFFICE SUPERVISOR B	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
ALVAREZ, ADRIANA	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
ALVAREZ, KARINA	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
ALVIZUREZ, LUCY YESENIA	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
ANGLIN, BRANDON CURTIS	OFFICE SUPERVISOR C	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
BABALA, SUSAN BONTOGON	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
BENAVIDES, GABRIELA ARVIZO	OFFICE TECHNICIAN	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
BRIGHT, JILL NICOLE	ADMINISTRATIVE MANAGER I	CHILDREN AND FAMILY SERVICES
BROOKER, TIFFANY ANN	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
CAMARILLO, RUTH ISABEL	SOCIAL SERVICES SUPERVISOR I	AGENCY ADMINISTRATION
CAMPOS, ALEXA TATIANNA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
CERVANTES, ANGELICA	OFFICE SUPERVISOR C	ASSISTANCE PROGRAMS
CHAVEZ, JORGE	GROUP COUNSELOR II	CHILDREN AND FAMILY SERVICES
DIAZ, GERARDO RODRIGO	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
FISHER, VERONICA PAOLA	SOCIAL WORKER I	CHILDREN AND FAMILY SERVICES
FLORES, KIMBERLY EILEEN	OFFICE SUPERVISOR C	AGENCY ADMINISTRATION
GUTIERREZ, SAMANTHA MEGAN	ELIGIBILITY SUPERVISOR	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
HUA, TIEN M	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
JACKSON, PAMELA KAY	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
JIMENEZ, VIRGINIA	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
LEE, KATHRYN HUI	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
LOPEZ, SANDRA	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
MENDEZ, SANTIAGO	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
MENDOZA, DAVID	OFFICE SUPERVISOR C	CHILDREN AND FAMILY SERVICES
MIRAMONTES, ANGELA MARIE	DATA ENTRY TECHNICIAN	ASSISTANCE PROGRAMS
MONTANEZ, LOUIE L	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
MONTOYA, PATRICIA	OFFICE SUPERVISOR C	CHILDREN AND FAMILY SERVICES
MYRICK, JUSTINE GERTRUDE	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
ORTIZ, JESSICA MARIE	OFFICE SUPERVISOR C	CHILDREN AND FAMILY SERVICES
RAWLINS, MELANIE FRANCES	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
SHAY, DANIEL P	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
SILIVELIO, MAX	SOCIAL WORKER I	CHILDREN AND FAMILY SERVICES
SOTO, DAVID JOSEPH	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
VALENZUELA, SUSAN	SECRETARY I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES

SSA TODAY QUIZ

Congratulations to Mikey Tran, who was randomly selected as the winner of December's SSA Today Quiz on classic Christmas songs! Mikey was one of 34 respondents who answered all five questions correctly and received some SSA/County souvenirs for his participation.



Did you know that 2020 is a leap year? Test your knowledge of random facts about this special occurrence on this month's SSA Today Quiz. Get all five answers 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 two former SSA employees. Please keep their family and friends in your thoughts during this difficult time.

Gloria Shipp, former Group Counselor II/Children and Family Services

Carol Floyd, former Eligibility Technician and Eligibility Supervisor in various SSA programs

EXECUTIVE MEET & GREETINGS

The SSA Executive Team looks forward to seeing you at your office this year at their annual Meet & Greet! To submit questions in advance of the Meet & Greet, please email the Executive Team at directorscorner@ssa.ocgov.com and indicate which Meet & Greet you will be attending in your email. Please see the schedule below for upcoming Meet & Greet:

MARCH 2020



Location	Date	Time
Garden Grove Regional Center (GGRC) 12912 Brookhurst Street, Garden Grove Conference Room 3105	3/18/20	10:00-11:00 AM
SSA Headquarters (HQ) 500 North State College, Orange Conference Room 1012/1014	3/31/20	10:00-11:00 AM

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SSA Today is published monthly by SSA's Community and Government Relations Team and the SSA Today Newsletter Committee.

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.