

OCSSA TODAY

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SERVICE ABOVE SELF AS SSA ANSWERS THE CALL DURING BOND FIRE



Top row: Walter De Azambuja, Oscar Rodriguez, Angelica Almodovar and Amina Naghaway.

Bottom row: Oscar Rodriguez and Sandra Corona

On December 2, 2020, at approximately 10:00 p.m. a structure fire in Williams Canyon quickly turned into a fast-moving event due to extreme high winds and red flag conditions. With power out through the entire canyon area, communications were unreliable as residents and first responders scrambled to notify the community and evacuate the area safely. The County's Emergency Operations Center (EOC) was activated, naming the incident the Bond Fire. And soon thereafter, the SSA Mass Care and Shelter Team led by Administrative Managers Diana LaRusso and Delcie Hynes were

quickly deployed to assist our partners at the American Red Cross and offer their knowledge, leverage their community connections and provide support.

The COVID-19 pandemic has brought about changes related to congregate emergency sheltering and current protocols now call for what is known as Temporary Evacuation Points (TEPs). Neither a shelter nor a reception site, the goal of the TEP is to provide information and connections to emergency shelter. This is safely provided in a drive-thru manner to minimize the spread of illness. The SSA Mass Care and Shelter team was there to assist impacted families find placements in hotels by the Red Cross and offer ongoing support, including resources, meals and referrals to disaster mental health services.

Finding volunteers to quickly staff a TEP during a pandemic can be challenging. However, during the previous Silverado Fire, SSA Mass Care and Shelter identified over 100 SSA staff volunteers to be added to the TEP call list. During the Bond Fire, SSA staff once again answered the call and jumped at the opportunity to serve our community with compassion and expertise. Within the first few hours of the mandatory evacuation order, Red Cross and SSA resources and staff were onsite at Santiago Canyon College ready to accept evacuees. When the winds shifted, the college was evacuated and the TEP was relocated to El Modena High School. SSA staff pivoted quickly to respond to this change in order to assist efficiently in standing up the alternative TEP location.

TEP operations continued for an entire week, serving over 265 residents with shelter resources and other critical needs. In addition to the TEP and the Mass Care Coordination, SSA staff were first in line to assist residents working with the County's EOC Hotline. Offering concrete information and resources to residents in times of crisis is yet another way our SSA team shows their commitment to serve.

A huge thank you to SSA employees Oscar Rodriguez, Amina Naghaway, Walter De Azambuja, Jose Villasenor, Sandra Villa, Stephanie Ricker, Sandra Corona, Shaun Sweeney, Ann Williams, Carmela Maldonado, Christine Salas, Mayra Wheeler, Jaime Reyes, Israel De La Cruz, Bobby Papa and Jose Fierro for saying, "yes" and being a huge part of the team working the TEP and EOC. Your service to the community is invaluable and you are appreciated!

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SSA SPOTLIGHT: EXCELLENCE IN SERVICE

SSA LOBBY AND TRIAGE TEAMS ENSURE ACCESSIBLE, SAFE SERVICES

Following [SSA's Lobbies Reopen to the Public](#) article published in the July edition of SSA Today, this is a recent update on the triage process administered by Assistance Programs and Family Self-Sufficiency & Adult Services (FSS-AS) Division staff.

The impact of COVID-19 has greatly affected the world — our community, personal and professional lives and also SSA's business operations. To continue meeting our client's needs and ensuring accessible and reliable services, SSA's regional offices adapted to the restrictions brought on by the pandemic, ensuring CDC and County guidance are followed internally and externally with staff and clients.

As previously reported, SSA closed regional offices on March 17 to slow the spread of COVID-19 as a critical safety measure. During this time, clients were encouraged to apply for and access their public assistance benefits through our Call Center or online through MyBenefitsCalWIN.org. SSA's Call Center's operation hours extend Monday through Friday from 6:30 am to 8:00 pm and adding Saturdays from 7:00 pm to 4:30 pm. On June 22, SSA's Anaheim, Aliso Viejo, Cypress, Garden Grove, and Santa Ana regional offices reopened with limited functionality from 9:00 am to 3:00 pm with a triage team located outside the lobbies to determine client needs. SSA's Procurement team provided the necessary PPE equipment for staff to utilize in the triage, lobbies, and window functions.

Upon further assessment of client traffic in June and July, the SSA Department Operations Center, in collaboration with AP and FSS program management, made the determination to close the Cypress Regional Center due to low client volume. Also, regional office hours to the public were adjusted to 9:00 am to 1:00 pm on August 10. Soon after, an EBT Drive-Thru process was implemented at four regional Centers during the weekdays and three regional Centers on Saturdays. Saturday EBT Drive-Thru issuance was consolidated in September to the Santa Ana Regional Center based upon further evaluation of these services.

These operational changes significantly reduced in-office lobby traffic for the safety of SSA staff and clients. Between June 22 and December 13, lobby statistics show that of the approximately 53,000 client visits to the SSA triage lines, 21,000 clients have entered SSA's open lobbies and over



Top row: Garden Grove Regional Center, Santa Ana Regional Center triage team (Fabian Lopez, Atlacatl Chiguil, Aaron Gallegos, Queen Udofia, Patricia Ruiz, Eva Cruz, Silvia Zamora and Stephany Bernal-Hernandez)

Bottom row: Anaheim Regional Center and Marie Stuart, Aliso Viejo Regional Center triage team (Aristotle Pham, Vianey Cortez and Melanie Coromac)

32,000 clients have opted for self-service, resulting in approximately 60 percent reduction of in lobby traffic.

Previously, clients interested in applying for General Relief traditionally applied for services by visiting one SSA office in-person. Since the pandemic, clients may now apply for General Relief benefits online, by phone and via mail, similar to the Medi-Cal, CalFresh and CalWORKs application process. The California Department of Social Services temporarily ceased discontinuance of Medi-Cal cases to ensure critical services continue to be available for clients. The triage process was enhanced by leveraging technology to include tablets, Wi-Fi access outside of lobbies and software to track services. While lobby traffic has been significantly reduced from pre-COVID times, the triage process allows a mechanism for clients who are unable to access critical services by phone or online to continue to be assisted in person.

In coordination with the DOC, AP and FSS-AS continue to search for ways to streamline the triage service process to for greater efficiency, ultimately to ensure client and staff safety.

We salute our Lobby and Triage Teams for their ongoing contributions to the Agency and community, and congratulations on being selected as this month's SSA Spotlight!

TCD HIGHLIGHTS AND VISIONS

By Jessica Moreira, Senior Staff Development Specialist

As we near the end of 2020, SSA's Training and Career Development (TCD) team would like to highlight a few ways the department collaborated with each other and with our Agency internal partners over the course of the year while learning, adjusting and managing online platform training. Here are a few reflections from several TCD staff members:

"From the start, the reception team took the challenges COVID-19 presented, head-on, with flexibility and determination. Support was continuously delivered to TCD staff and the Agency!" Office Supervisor Anne Price and Office Specialist Melba Paola Saunders

"Adult Services (AS) rapidly transitioned to virtual learning in Zoom and WebEx to support the learning of new AS staff working with the most vulnerable residents of Orange County during the pandemic." Social Services Supervisor, Jacqueline Garza

"Assistance Programs partnered with TCD to deliver Affordable Care Act (ACA) Overview, Dual II (CalFresh to Medi-Cal), 3 Non-Assistance CalFresh (NACF) cohorts, and 2 Dual I (Medi-Cal to CalFresh) training cohorts. We were able to assist nearly 300 staff while learning new processes and procedures for training." Social Services Supervisor II, Sandra Mastrud and Monica Rosenberg

"Children & Family Services (CFS) swiftly transitioned to virtual learning in Zoom and WebEx to support the learning of all new CFS senior social workers in Social Worker Induction training during 2020." Senior Social Services Supervisor, Jennifer Behen-Givens

"Family Self-Sufficiency (FSS) pivoted from the classroom to virtual learning, all while keeping on top of all current and newly assigned duties." SSS II, Israel De La Cruz and Martha Fruichantie

"Staff Development Specialists (SDS) studied best practices for online learning and collaborated with subject matter experts to implement out-of-the box ideas to help staff learn new skills and knowledge for long-term memory." Senior Staff Development Specialist, Jessica Moreira

To continue the momentum made in 2020, TCD is looking into different training strategies to implement for the future. Academic institutions for some time have explored incorporating online approaches into training. Over the past decade, a blended learning approach has been at the forefront of that research, combining both in-person and online training modalities into the learning environment. Blended learning has proven to increase retention and improve performance when done purposefully. TCD aims to embrace this research, wisdom and practice.

For example, trainees attending a class for new supervisors can first complete an interactive, self-paced online lesson that presents policies, procedures and standards for on-the-job use. Trainees can then participate in face-to-face class to role-play exercises, demonstrate understanding and build community, helping them retain information in their long-term memory.

TCD looks forward to incorporating blended learning practices at SSA by sharing new training developments with our staff in 2021.



SSA EMERGENCY MANAGEMENT TEAM RECOGNIZED

On December 10th, the Orange County Emergency Management Organization (OCEMO) announced their Members of the Year award, which recognizes individual(s) who go above and beyond in service to the community. OCEMO honored SSA Emergency Management Administrative Managers Delcie Hynes and Diana LaRusso as this year's awardees.

OCEMO is composed of emergency service representatives who support countywide efforts to prepare, respond and recover from emergency disasters. OCEMO bestows annual awards to Emergency Managers throughout the county for their above and beyond work done throughout the year. Nominations are submitted by OCEMO members who are Emergency Managers from various disciplines such as cities, county agencies, special districts, non-profits and universities. OCEMO leadership reviews the nominations and selects the final award winners.

In the past, Emergency Managers have received this award for their countywide contributions to emergency preparedness and response, however, this year's award was selected based upon their hard work during the pandemic. Throughout the COVID-19 response, Delcie and Diana served as the Mass Care and Shelter Branch Directors at the County's Emergency Operations Center (EOC), alongside other county partners for daily 12-hour shifts.

Their roles as the Mass Care and Shelter Branch included ensuring that our most vulnerable residents needs were assessed and met in a timely and appropriate manner. The team advocated for and coordinated deployment resources for school children, homebound residents, unaccompanied minors, adults in skilled nursing homes and assisted living facilities. School children received food, prepared meals and technology for virtual learning. They also worked with the county and non-profits to provide meal deliveries for homebound seniors and medically fragile residents. They designed forms for alternate caregivers for unaccompanied minors along with sharing public information for parents and caregivers in the event of hospitalization. Family members of vulnerable adults in skilled nursing homes received information for virtual events, and assisted living facilities received PPE equipment and task force support to ensure all ongoing needs were met in the congregate settings.



Pictured: *Diana LaRusso and Delcie Hynes*

In addition to their role, the awardees continue to coordinate regional sheltering preparedness through quarterly meetings to assist cities in writing plans, communicating needs to city leadership and train community services staff. They compiled numerous sheltering documents from the Federal Emergency Management Agency (FEMA), California Governor's Office of Emergency Services (Cal OES), California Department of Social Services (CDSS) and Red Cross into a consolidated pandemic sheltering guide utilized by cities to provide a blueprint for shelter responses in a COVID-19 environment. These documents were used during the recent Silverado, Blue Ridge and Bond wildfires, which assisted cities around the clock with sheltering residents, staffing and operating the temporary evacuation points for residents to obtain information for finding a safe shelter. These documents helped facilitate hotel placement impacted families during a round-the-clock response to the fires for multiple days.

The SSA Emergency Management nomination described how the team shows "true commitment" and are "extremely responsive" members who "go above and beyond" and "work tirelessly." SSA honors Delcie and Diana for their dedicated efforts to serve our community and congratulates them on being recognized as the 2020 OCEMO Members of Year.

YOUR MONTHLY MICRO-MINDFUL MOMENT

Winter is a great time to unwind in warm bubble baths, light some candles or enjoy a home spa treatment.

One way to practice self-care is to find some products with seasonal scents, like pine or spice, to enhance your mood. While using the products, take several deep and gentle breaths to practice mindful breathing with a slow inhale and a relaxed release. This process can clear the mind and calm the body, one moment at a time, letting go of your thoughts.



CELEBRATING 35 YEARS OF SERVICE

Each year SSA hosts a heartwarming Winter Tea celebration at our Orangewood Children and Family Center (OCFC). We all look forward to this joyful event, where our OCFC youth get in the spirit of the season with great enthusiasm. They creatively decorate their cottages in festive themes, cheerfully welcome our guests and provide tours of their cottages with pride. In addition, children bake and decorate cookies and share refreshments for guests to enjoy during their visit.

It is unfortunate to report that due to the COVID-19 pandemic, OCFC remains closed to the general public and this year's Winter Tea has been postponed to protect the health and well-being of our youth, staff and the community. We are hoping to reschedule an onsite event later in the future, when we are able to safely and fully re-open.

Nevertheless, SSA is pleased to announce that 2020 marks a major milestone as OCFC celebrates its 35th anniversary of providing dedicated service to Orange County youth, serving as a safe haven for abused and/or neglected children – a place where they can receive resources, support and hope for the future until the time they can safely reunify with family members or are placed in a permanent, loving home-based environment. Enjoy a special 'then and now' snapshot of OCFC above.

If you wish to learn more about OCFC and how you can help, please visit us [here](#) or call (714) 935-7571.



Top row: General William Lyon at OCFC with children, late 1980s.
Bottom row: OCFC Administrative Managers Kristi Fiskum and Cheryl Alexander, in front of William Lyon School, 2020.

SSA COMMUNITY PARTNER SPOTLIGHT: COMMUNITY HEALTH INITIATIVE OF ORANGE COUNTY



Community Health Initiative of Orange County (CHIOC) has been connecting children, families and other adults to affordable and quality healthcare since 2006. SSA and CHIOC began their partnership in 2007 when the two agencies collaborated with on a Medi-Cal renewals project. Since then, CHIOC has continued to collaborate

with SSA to provide training and technical assistance to various community-based partners to assist in benefit enrollment, and conduct outreach to hard-to-serve populations, such as those experiencing homelessness or involved with the criminal justice system.

Using their Outreach, Enrollment, Retention and Utilization model, CHIOC helps hard to reach Orange County populations navigate eligibility and enrollment and understand benefit use and renewal for numerous health and social services programs including Medi-Cal, Covered California, CalFresh, CalWORKs and General Relief. Traditionally, CHIOC meets clients at 22 sites across the county; during the pandemic, the team has offered services online and by phone.

During COVID-19, outreach has broadened to include individuals receiving food distribution services, the newly unemployed, families requesting emergency aid or COVID testing and businesses seeking resources for employees. CHIOC has also been conducting cold calls for Medi-Cal and CalFresh enrollments. Between January to September 2020, CHIOC and its community-based partners, has submitted over 4,200 applications of which almost 2,500 were approved for Medi-Cal and nearly 1,800 applications were approved for CalFresh.

"All Orange County residents deserve the opportunity to live the healthiest life possible," said CHIOC's Executive Director, Georgina Maldonado. "Thanks to SSA and our longstanding partnership, together we can continue to help make that vision a reality — during the pandemic and beyond."

SSA appreciates its partnership with CHIOC and their efforts to engage and assist Orange County's most hard to reach populations.

YALDĀ NIGHT

By Banafsheh Panah, Dual Intake Eligibility Technician

Yaldā or Chelleh Night is a festival observed by Iran, Azerbaijan, Afghanistan, Iraq, Kurdistan, Tajikistan and Turkey to celebrate the longest and darkest night of the Iranian Northern Hemisphere - the winter solstice. Yaldā Night is celebrated on the last night of the ninth month of the Iranian civil calendar year, on or around December 20 or December 21. On this night,



many friends and family gather to eat, drink and read poetry until sunrise. Various dried nuts and fruits, particularly pomegranates and watermelons, are traditionally eaten. The red color of these fruits symbolize the crimson hues of dawn and the glow of life. Classical poetry from one of the most famous Iranian poets, Hafez, is recited by the eldest family member during this festival as well as other important Persian occasions.



SSA VIRTUAL OUTREACH

During December, SSA participated in multiple virtual events, two of which are highlighted in the following:

On December 3, SSA was invited by CalOptima, a community-based partner that administers the health coverage plan for Orange County residents, to speak at their first virtual Community Resource Fair. Designed as a four-part virtual series event, SSA participated in the Basic Needs component to educate CalOptima's staff and health care providers with program benefits available to better serve individuals experiencing homelessness.

Social Services Supervisor I (SSSI), Maria Carrasco, representing the Assistance Programs division, provided a brief overview of SSA and shared specific information about General Relief program eligibility criteria, application process, programmatic changes due to COVID-19 and other additional resources to assist homeless individuals.

Maria Carrasco shared: *"Presenting at the CalOptima event demonstrates the great partnership we have and that our goal continues to be serving and providing great customer service to Orange County residents."*

Over 80 attendees participated in the live training and more have observed the recorded training session.

On December 15, the Veterans Affairs Long Beach Healthcare System (VALBHS), under the Department of Veterans Affairs (VA), invited SSA to provide an in-service training during their Orange County Housing and Urban Development – Veterans Affairs Supportive Housing virtual meeting. The VALBHS includes inpatient, outpatient and extended care programs with three community-based outpatient clinics located in Orange County, assisting veterans with health care services and and programs that support their well-being. SSA's subject matter experts provided training on the eligibility and application process for the following public assistance benefits:



Pictured: Maria Jaques, Rosa Palacios

- SSSI, Rosa Palacios, representing Family Self-Sufficiency and Adult Services Division, provided programmatic information about CalWORKs, Welfare-to-Work, Subsidized Child Care and Barrier Removal Services.
- Social Services Supervisor II, Maria Jaques, representing the Assistance Programs division, provided information about the Medi-Cal, CalFresh, Restaurant Meals Program and General Relief programs.

"It's great that we continue to have the opportunity to reach out to community partners, educate them on our programs and share how we collaborate," stated Rosa about her experience. Maria Jaques added, *"These type of outreach efforts create strong partnerships, and strong partnerships create a healthy community."*

Nearly 25 participants attended the virtual training session that consisted of various service providers who connect veterans to SSA's public assistance benefits and resources.

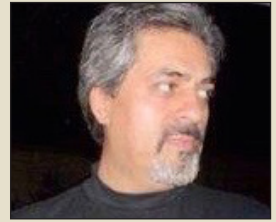
Thank you to all subject matter experts who share their knowledge about SSA's programs, services and resources that assist eligible Orange County residents.

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

FAHIM NASRATY, Eligibility Technician (ET)/Assistance Programs

ET Fahim Nasraty of Orange's Call and Processing Center received recognition and gratitude from a client:

"Thank you for your diligence in helping to resolve my CalFresh issue. Especially as this occurred the day before the Thanksgiving holiday. Your dedication and helpfulness are greatly appreciated."



MARIA "ELENA" VALLE, Senior Social Services Supervisor (SSSS)/Children and Family Services

SSSS Maria "Elena" Valle of CFS Court Services Program recently received Employee of the Month for November 2020 and the following words of recognition from her coworkers:

"SSSS Elena Valle exemplifies TEAMWORK in Court Services on a daily basis. She is always willing to help another supervisor and social workers on the floor, even when they are not in her unit. She further has assisted a social worker who went out unexpectedly by covering most of her cases. She has assisted the division by even picking up cases for overtime, when the caseloads are heavy. Elena has elevated herself to be the primary training person for new workers within the division. She exemplifies teamwork at every turn each and every day and truly deserves the recognition."

MARCELINO CAMPOS, Eligibility Technician (ET)/Assistance Programs

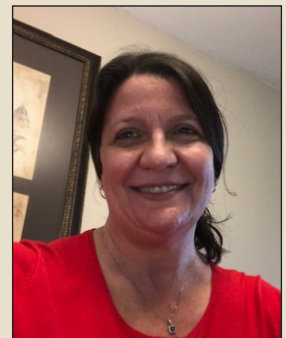
ET Marcelino Campos (not pictured) of Orange's Call and Processing Center received the following compliment from a customer, as shared by a supervisor:

"Customer wanted to express her appreciation towards you, as you provided her with great customer service; you reviewed and explained in detail her questions regarding her CalFresh case. According to the customer, you were patient and awesome. Thank you for the great customer service provided."

DIANA LARUSSO, Administrative Manager I (AMI) / Administrative Services

Diana LaRusso of Emergency Management recently received the following words of gratitude for her remarkable efforts, as shared by a deputy division director:

"We put out a request to the team for the need of donated cloth masks. Diana quickly went into action and used her resources and contacts. Within only two days, Diana was able to find SSA over 604,850 donated cloth masks, four pallets of sanitizer, some Personal Protective Equipment gowns and two Christmas trees for families in need! This is just a small example of the many items she has been able to secure for us during this pandemic. I don't know what we would do without her!"



MELISSA VEENHUIZEN, Eligibility Supervisor (ES)/Assistance Programs

ES Melissa Veenhuizen (not pictured) of Operations and Policy Team recently received the following words of appreciation from a client, as shared by her supervisor:

"I wanted to drop a note to you to say how grateful I am for Melissa Veenhuizen. She truly has been a Godsend for my family this year. She has, on multiple occasions, been able to sort through my complicated Medi-Cal case and solve a litany of problems, which no one else could. Melissa doesn't just 'solve problems.' She takes the time to really listen, figure out what steps are needed, and EXPLAIN everything in clear terminology for us 'non-government-workers' to understand. And she does this all in a friendly, upbeat manner, making the client feel like a teammate in their healthcare and insurance, rather than just another government ID number. In Melissa, you have a gem of an employee, and I hope her work is recognized and valued by your agency as much as it is by me personally. Do everything you can to hang onto her!"

SSA PROMOTIONS

EMPLOYEE NAME	CLASSIFICATION	DIVISION
BAHENA, MIGUEL ANJEL	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
BUNA, ALIN	ADMINISTRATIVE MANAGER II	ADMINISTRATIVE SERVICES
DUONG, TON CHI	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
HARPER, DAVID P	ADMINISTRATIVE MANAGER I	CHILDREN AND FAMILY SERVICES
HERNANDEZ, MADELINE O	ADMINISTRATIVE MANAGER II	ADMINISTRATIVE SERVICES
HUGGINS, SILVIA MARIA	SOCIAL SERVICES SUPERVISOR II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
JIMENEZ, MONICA	SOCIAL SERVICES SUPERVISOR II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PALOMARES, ABRAHAM	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PELAYO, PELAYO J	ADMINISTRATIVE MANAGER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
STITS, KRISTEN L	ADMINISTRATIVE MANAGER I	CHILDREN AND FAMILY SERVICES
TIPPS, ADAM ROLAND	ADMINISTRATIVE MANAGER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
TODD, LAURA ANN	ADMINISTRATIVE MANAGER I	ADMINISTRATIVE SERVICES
VILLALOBOS, GLADYS CONCEPCION	ELIGIBILITY SUPERVISOR	FAMILY SELF-SUFFICIENCY & ADULT SERVICES

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County of Orange Careers

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