

# OCSSA TODAY

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

## DIRECTOR'S CORNER

by Debra Baetz

"What day is it?"

I have heard that question a lot lately. It is becoming a reflection of our times; that all our days seem to blur together and how lately, it can be easy to forget the date or the day of the week. Our internal clocks are confused!

Before time moves too quickly, it is important to pause and reflect on what we have endured in the past year, what is happening today and what is on the horizon for 2021.



The COVID-19 pandemic and California stay-at-home order instantly and uniquely changed our priorities to say the least. In one fell swoop we as an Agency pivoted rapidly to respond to the changing world around us, to adjust operations, to take on different and difficult assignments while continuing to ensure that we provide services to our vulnerable populations who – more than ever before – critically needed our help to receive access to food, essential medical services, vital resources, supplies and protective services.

During this time of crisis, we also worked diligently to ensure our staff and community stayed safe. You will read in this issue about some of the crucial work our Facilities team implemented for our safety and the protection of those you serve. In addition, SSA answered the call to help outside of our “day-to-day” jobs. You helped staff the Emergency Operations Center and Agency Department Operations Center; you volunteered to make welfare calls to our elderly and disabled clients, as well as at risk families to ensure essential needs were addressed; you helped distribute holiday meals and toys to our children; prepared care packages; deployed hardware and personal protective equipment; supported emergency fire events; and now some of you are assisting at vaccination point of dispensing sites. The list goes on and on.

And many of these assignments continue today, all while we put in the daily work to meet our mandates and provide responsive and accessible services.

Next week we will re-open four of our regional offices to the public again, and as the vaccines continue to be distributed, I am hopeful that we will begin to see SSA’s focus shift from a crisis response to exploring how we can better integrate the delivery of services to holistically meet the needs of our families. Specifically, there appears to be a genuine interest in working more collaboratively with our county, community and faith partners to create new and innovative approaches that provide enhanced services to more people across the county.

In the meantime, this is what I know: our SSA family is made up of grit and determination. We have a passion to help. We live our SSA values every day. We have learned so much about ourselves as an agency, and as individuals and families – about how quickly we can move when we need to and what we are able to achieve when the going gets tough. Words cannot adequately express how proud I am of what all of you have accomplished and I am inspired by your dedication to making a difference.

As we contemplate our “time” ahead, I am reminded of this quote by Albert Einstein, “Time is relative; its only worth depends upon what we do as it is passing.”

Let’s make our time count in 2021.

*“Time is relative; its only worth depends upon what we do as it is passing.”*

*-Albert Einstein*

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# SSA SPOTLIGHT: EXCELLENCE IN SERVICE

## CUSTODIAN OF RECORDS

The Custodian of Records (COR) is a relatively small, but mighty team that is part of the SSA Quality Support Team (QST). It is comprised of a group of seven highly dedicated professionals with a breadth of SSA experience. Records are often requested by clients, contracted attorneys, District Attorneys for individual case records or any individual or entity who submits a Public Records Act (PRA) request. The scope and scale for such requests vary and often require the production of thousands of pages of documents that must be provided within the legally prescribed guidelines for redacting and issuing documents. Each day, the COR team demonstrates their commitment to serving the Agency and community by ensuring the documents produced for these requests are accurate, comprehensive and identified in timely manner. This requires extensive tracking, collection and evaluation prior to disseminating of SSA records.

The COR team prides itself on providing the highest level of customer service as it collaborates with each of the four SSA divisions, CEO Risk Management, law enforcement agencies, the Orange County Juvenile Court and Family Law Court. The team's approach to service delivery and communications is based on the "No Wrong Door" philosophy, and the team prides themselves on consistently demonstrating the SSA core values, especially integrity, courtesy and teamwork.

Since 2017, the SSA COR team has collaborated with Orange County Information Technology (OCIT) to develop a comprehensive database called the Custodian of Records Tracking System (CRTS), to track all subpoenas, records requests and phone contacts received by the Custodian of Records. This database initiative has been a large-scale effort that is now nearing completion. The collaboration between the Custodian

of Records and OCIT integrated each team's respective levels of expertise regarding record maintenance and technology to replace, enhance and streamline the previous, largely manual system. COR and OCIT developed CRTS, improving utility and efficiency for years to come.

The implementation of CRTS was particularly beneficial given the onset of COVID-19. COR was able to quickly adapt to the challenges posed by the pandemic in large measure due to the efficacy of CRTS as well as through collaboration with SSA programs to develop systems for producing documents electronically. The team's ability to be creative, adaptive and efficient has resulted in cost savings due to reduced printing. This solution also reduced in lobby traffic at SSA's headquarters by enabling COR to securely release records electronically to clients.

During COVID-19, COR staff joined other SSA volunteers to conduct telephonic outreach calls to In-Home Supportive Services recipients as well as the Holiday Meal Program to help check on the welfare of our senior populations and assess any unmet needs during these challenging times.

SSA's records are vital to the functioning of the Agency. The COR team takes responsibility for ensuring the production of requested documents is performed with the highest level of integrity, professionalism and responsiveness.

**Thank you to the Custodian of Records for your team's essential service to the Agency and the community. Congratulations on being selected as this month's SSA Spotlight!**



### ***Custodian of Records Team Members:***

*Gail Blansett, Administrative Manager I  
Susie Gray, Staff Specialist  
Bradley Schuster, Staff Specialist  
Ecel Navalta, Staff Specialist  
Monica Rosales, Office Specialist  
Therese Benoit, Information Processing Technician  
Chris Catalan, Office Technician*

# MEET SSA'S LEADERSHIP DEVELOPMENT TEAM

**Name:** Liza Le

**Title:** Deputy Division Director, Financial & Research Services

**Areas covered in your position:** Financial & Research Services

**Years of Service with the County of Orange:** 7 years; 4 years at OCPW and 3 years at OCIT

**Divisions worked/previous experience:** Prior to working at Orange County, I worked for the Los Angeles County Development Authority and the Riverside County Sheriff's Department for a combined total of six years. I started my finance career as an Accounting Assistant and worked my way up to a Budget Analyst. I've had the opportunity to work on several complex County budgets, including federal and state grants, reimbursements and allocations. I also have in-depth knowledge of setting Countywide Internal Service rates as well as managing several General Fund budgets. Prior to working in the government, I worked in the medical field as a Licensed Vocational Nurse (LVN). My nursing background helps me understand the importance of providing excellent direct care to the public.



Liza Le

**Fun fact about you (hobby, favorite food, movie, sports team, etc.):** I love reading, crafting and spending time with family. I love playing board games, crossword puzzles and Sudoku. I'm a huge kid at heart and I love all things Disney! I even had the opportunity to dance as Minnie Mouse in one of the Disneyland parades back in the '90s. Not only am I passionate about County budgets, but I love inspiring others to get a handle over their personal finances. I even started a personal finance blog where I teach others that saving money can be fun and rewarding.

**Professional development tips for staff:** Be a team player and have a positive attitude. Strive to learn something new every day and always challenge yourself professionally. Don't be afraid to ask questions and treat every day as if you're interviewing for your next big promotion.

## SSA VIRTUAL OUTREACH

Kicking off the new year, SSA participated in the following virtual outreach events that are showcased below:

Every month, SSA is invited by Saddleback Church to speak at the Initiative for Vulnerable Children's Exploring Foster Care Seminar. Saddleback created this event to assist families and individuals from their community who are interested in adoption and share how the Church can support them through their journey. On Wednesday, January 6, 2021, SSA Children and Family Services Senior Social Workers Caroline Ano and Maria Major from Resource Family Recruitment, Development, and Support team provided a knowledge about Orangewood Children Family Center, the OC4Kids website, as well as the foster care recruitment and approval process. Nearly ten Saddleback Church staff, service providers and families interested in foster care attended the Zoom virtual seminar. Caroline shared the following words, "It's an honor to collaborate with our Faith-in-Motion partners to bring hope to our community's most vulnerable children." Maria added, "The Exploring Foster Care Seminar is just one way that the County can advocate for the needs of our foster children and help seek permanent connections for them that will last a lifetime."



Left to right: Caroline Ano and Maria Major

On Wednesday, January 13, 2021, the State Council on Developmental Disabilities (SCDD) of Orange County invited SSA to speak during their monthly Health Care Task Force meeting, via Zoom, and included SCDD's executive leadership team and community partners. SCDD is an agency that ensures people with developmental disabilities along with their families receive the services and support needed to promote independence and self-determination. Melissa Vargas, Social Services Supervisor II from Assistance Programs, presented information on Medi-Cal's presumptive eligibility process, waiving redeterminations and COVID-19 system trends.

Thank you to all who participated in these virtual outreach opportunities. While we are currently unable to conduct in-person meetings with our County partners and the community, the need to provide this information remains vital. Your creativity, availability and diligence continues to illustrate our commitment to those we serve.

# HUMAN TRAFFICKING PREVENTION MONTH

The month of January is recognized as Human Trafficking Prevention Month. The horrific injustice of human trafficking can affect people of any race or background, and it happens in our own backyard. During this month we are called upon to fight human trafficking wherever it exists.

At the County of Orange Social Services Agency, we are committed to serving child victims of human trafficking – known as Commercially Sexually Exploited Children (CSEC) – or CSEC youth.

Prior to 2014, CSEC youth were sometimes considered “child prostitutes” by our justice system; subject to possible criminal prosecution. Then in June of 2014, Senate Bill 855 was passed, clarifying that children who are victims of exploitation will be served by the child welfare system, designed to protect and serve abused and neglected youth.

SSA recognized that CSEC victims have unique needs that require coordination and support from varied systems including mental health, public health, law enforcement, juvenile court, community providers and probation. Further, responding to CSEC youth requires a multi-pronged response that includes prevention, intervention and after care.

In order to better serve the complex needs of our CSEC youth, the Orange County Commercially Sexually Exploited Children (CSEC) Steering Subcommittee was created. A true collaborative, the subcommittee consists of SSA staff, law enforcement agencies and community and faith partners who are tasked with identifying, reporting, documenting and serving CSEC and at-risk youth.

SSA is also a core member of the Orange County Human Trafficking Task Force [www.ochumantrafficking.com](http://www.ochumantrafficking.com).

SSA staffs a specialized team of emergency response social workers who are available 24/7 to respond to CSEC calls from the Orange County child abuse hotline as well as law enforcement. This unit provides ongoing trauma-informed case management services to current victims and helps identify and intervene with those at high risk of future exploitation. We are fortunate that SSA currently has 30 staff throughout various programs dedicated to supporting and serving CSEC youth.

Beginning in 2015, CSEC youth are assigned to a specialized court that is designed to provide meet the unique needs of this population and offer additional support: Generating Resources to Abolish Child Exploitation, or GRACE Court, which is overseen by the Presiding Judge of Juvenile Court, Judge Joanne Motoike.



In mid-2017, SSA re-envisioned the *Be The One* campaign in partnership with Orange County Transportation Authority and other key community partners. The award-winning campaign raises awareness of the risks and indicators of child sex trafficking in Orange County. *Be The One* campaign ads have been featured on OCTA buses, John Wayne Airport terminal digital displays, featured across social media, and on posters in over 100 community-serving locations across OC.

In Fiscal Year 2018-2019, SSA established a trauma-informed resource and support center, in collaboration with and managed by our contracted partner, Orangewood Foundation. The center serves as a refuge for CSEC youth, providing a safe place to rest, receive core services/referrals to programs and an opportunity to begin rebuilding their lives.

Collectively, we are making great strides in serving these children through continued inter-agency collaboration to identify and protect children who have been or could be lured into a life of exploitation. While much work has been done to help our CSEC youth, this important work continues, and we encourage the community join us in helping to keep these children safe.

How can you help? Educate yourself and your child on what human trafficking looks like and common grooming tactics used by perpetrators/abusers, learn about online safety and work to be a positive, stable and safe adult in a child's life. To learn more, please visit [www.ssa.ocgov.com/adopt/betheoneoc](http://www.ssa.ocgov.com/adopt/betheoneoc).

If you suspect a child is being exploited or trafficked, call the National Human Trafficking Hotline at 888-3737-888 or the Orange County Child Abuse Registry Hotline at 800-207-4464 or 714-940-1000.

## Additional Resources

### Myth Busting:

- Sex Trafficking...it's not what you think. Most victims have a personal relationship with their trafficker. A study analyzing press releases and online media reports from over a nine-year period found that fewer than 10 percent of cases involved kidnapping. See more at: [polarisproject.org/blog/2020/08/what-we-know-about-how-child-sex-trafficking-happens](http://polarisproject.org/blog/2020/08/what-we-know-about-how-child-sex-trafficking-happens).

### Online Safety:

- As children spend more time online, they can be vulnerable to exploitation. Online grooming and recruitment is a known tactic used by exploiters. Learn more here: [www.missingkids.org/theissues/onlineenticement](http://www.missingkids.org/theissues/onlineenticement).

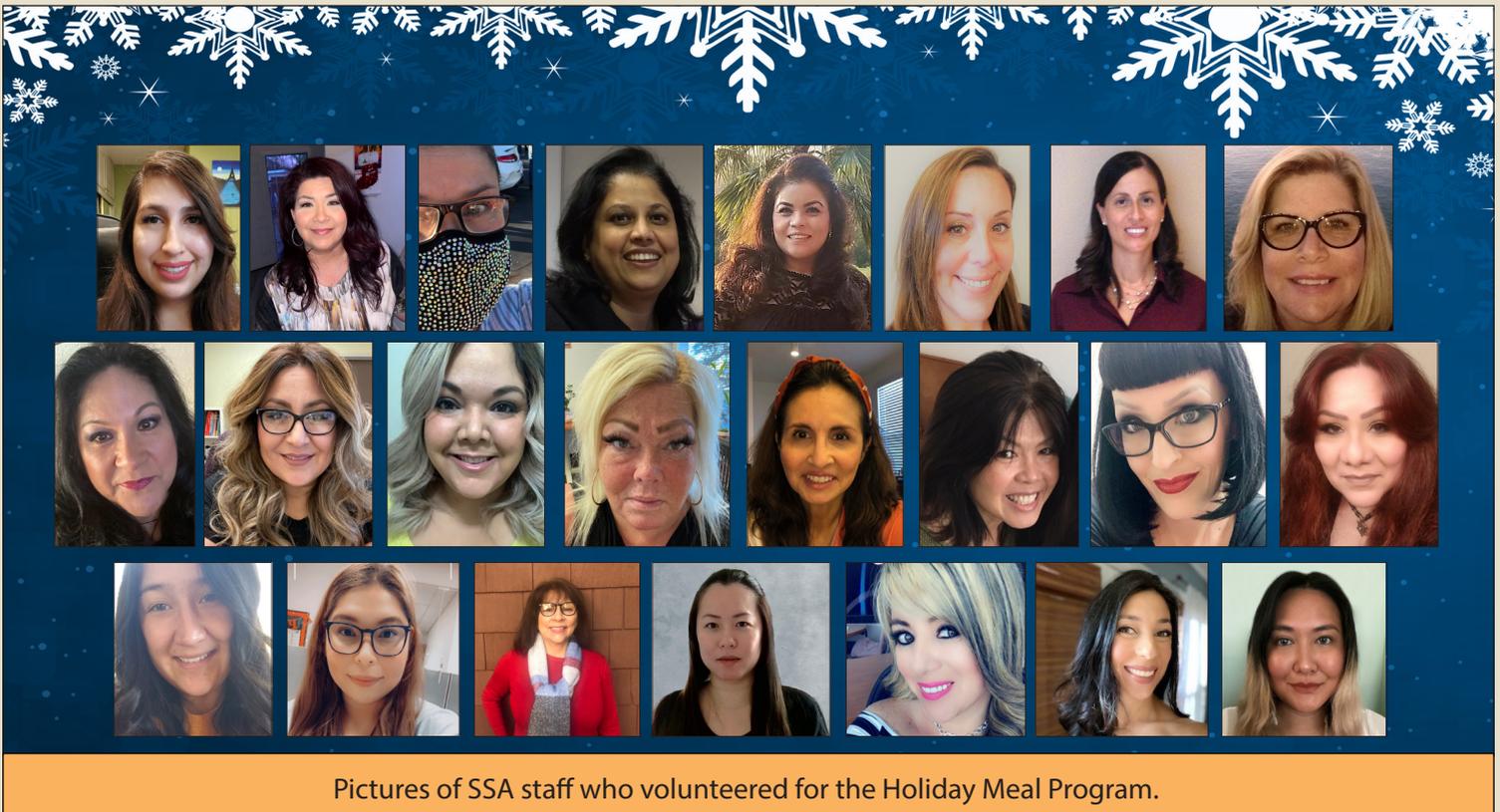
# HOLIDAY MEAL PROGRAM

The SSA Department Operations Center (DOC) has been working to coordinate SSA's response to the current COVID-19 pandemic. One role the DOC plays is to collaborate with County partners to identify challenges, service gaps and how to meet the needs of the community.

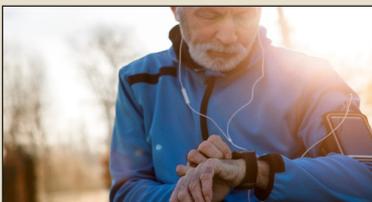
Last month, over 90 SSA staff assisted Health Care Agency (HCA) in conducting 8,533 telephonic calls to senior adults in English, Spanish, Farsi and Vietnamese. These seniors were either participating in the County's Great Plates program or experiencing food insecurity. The telephonic outreach calls helped to determine if seniors wanted to receive two meals through the Holiday Meal Program from participating restaurants coordinated by Advance OC, a community partner, whose mission is to use innovation and strategic philanthropy to address inequities in Orange County communities. The Program also helped support local restaurants facing economic difficulties caused by the pandemic by enlisting them as holiday meal providers.

Through Advanced OC, SSA staff volunteers also had the opportunity to assist our community through food packing and distribution, helping community partners who serve vulnerable populations and supporting caregivers of vulnerable individuals. Eligibility Technician, Lois Kato, shared the following words: *"Just would like to share that all the seniors that I spoke to today expressed their sincere appreciation for your coordination of volunteers to make this special treat for them possible!"*

SSA DOC and executive leadership sends a sincere "thank you" to all staff who contributed their time to the Holiday Meal Program. You helped make a difference in the lives of OC's most vulnerable seniors.



## YOUR MONTHLY MICRO-MINDFUL MOMENT



If you spend your day at your desk, set a reminder on your smartphone or invest in a Fitbit to remind you to get up and move every hour, just for a minute or two. You can climb up and down a flight of stairs and if the weather permits, take a short walk outside or simply stand up and stretch at your desk.

Nugget of Neuroscience - physical movement is the quickest way to shift our energy, attitude, and focus.

# FACILITIES TEAM TRANSFORM SSA BUILDINGS TO BECOME COVID-19 COMPLIANT

With the onset of the pandemic, many SSA staff were provided with the necessary hardware, software and other equipment to allow them to telework or telecommute in alignment with the State's stay-at-home order and CDC guidelines for social distancing. The Coronavirus Aid, Relief and Economic Security (CARES) Act provided SSA with the available funding for two projects, The Facilities Readiness Project to ensure all SSA buildings are COVID-19 compliant and the Santa Ana Regional Center (SARC) project to replace thirty-year-old furniture and cubicles.

On April 2020, SSA's Facilities began the planning process for the Readiness project, which required close collaboration with Finance and Procurement Services through December 2020. As part of this project, the following equipment and services were added at SSA locations:

- Over 400 touchless hand sanitizer dispensers were placed in high usage traffic areas
- Touchless fixtures were installed that included soap dispensers, paper towel dispensers, faucets, toilet and urinal valves
- Splash shield dividers and stack-on glass were installed in interview rooms, reception windows, lobby phones, concierge desks, resource rooms and outside the triage tables to ensure six feet of physical distance
- Expanded the day porter janitorial cleaning to ensure frequent, regular sanitization and cleaning of lobbies during business hours
- Enhanced cleaning and sanitizing of door handles, counters and other office high touch areas either during or after business hours, depending on location
- Placed automated temperature check stations at the main point of entries at each SSA facility
- Installed signage to remind staff and clients about CDC guidelines; informational signage concerning SSA alternate access points
- Implemented the following in locations, as needed:
  - Automatic door openers at lobby entrances
  - Cubicle wall risers and extensions where there is less than six feet of physical distance
  - Intercoms at buildings that did not previously have intercoms
- Deep cleaning of COVID positive employee work areas and other impacted areas

The SARC Project was led by Administrative Manager (AM) I, Kiet Nguyen, AM II Madeline Hernandez and former AM III, Steve Sakamoto. With their leadership, over 1,000 pieces of furniture were replaced from mid-July to mid-August 2020. Furniture replacement started at the end of August 2020 and concluded in early November 2020. The construction phase of the project started at the end of October and was finalized in mid-December 2020. The following work was completed:

- Designed and improved a new floor layout to widen walkways throughout the building for social distancing

- Installed vinyl tile in the following areas: breakrooms, coffee bars, lobbies, interview hallways, General Relief orientation room, walkway from building A to AB, hallway in front of showers, the entrance to Family Self-Sufficiency (FSS) area and mailrooms and the Training and Career Development storeroom
- Exchanged the exterior building signage layout and location letters above the buildings to allow improved visibility and navigation
  - Cabinets, countertops, sinks, tables, chairs, shades in all four breakrooms and nine coffee bars
  - Concierge desk, all interview rooms, Sheriff Special Officer, reception windows,
  - Lobby seating, mirrors in the restrooms, partition ceramic tiles and wainscot in all 24 restrooms and shower
- Added built-in walk off mats at all points of entry and installed universal staff name plates throughout SARC
- Consolidated Assistance Programs and FSS operations into one by reception windows, created 28 new interview stations and one family interview station, replaced reception window and public lobby phone counters
- Retrofit four training labs with splash shield dividers, monitor arms and individual work surfaces
- New construction:
  - Storeroom in building C with ceramic tile specifically designed for the handling of pallets and heavy items
  - Program Integrity lobby in building C, including new public sliding door entrances, a new fair hearing room and two interview stations
- Relocated the video recording studio and adding two new audio recording studios to facilitate creation of modules for distance learning



*Pictures of SSA facilities.*

Thank you to all SSA staff who assisted in these two Facilities projects. Your hard work is truly appreciated for the safety of all SSA staff and clients.

# STORIES FROM THE FIELD: OSC TOY DISTRIBUTION

by FSS SARC Admin Team

SSA provides many critical services that bring joy to families in need, but none generate a larger smile to a child's face than Operation Santa Claus (OSC). The County of Orange Operation Santa Claus program provides gifts and toys to abandoned, neglected or abused children who are placed in foster care in Orange County. In addition, Operation Santa Claus provides holiday gifts to children of disadvantaged families who are receiving services from the County of Orange. From line staff to the Executive Team, hundreds of staff banded together to bring joy to families during the holiday season. Senior Office Supervisor Keith Ruppel from Family Self-Sufficiency and Adult Services (FSS-AS) led the OSC donations for FSS-AS at the Santa Ana Regional Center (SARC) along with Office Supervisor C, Leticia Gonzalez and Office Supervisor B, Eliana Campos. The COVID-19 pandemic presented many unique challenges, some of which included the distribution of gifts through OSC. To ensure all available presents were provided to clients and families before Christmas, SSA staff personally called selected families to schedule appointments to pick-up the gifts. Once Keith, Leticia and Eliana confirmed appointment schedules, gifts were then organized and assigned to each family. For the safety of the families, gifts were distributed outside the SARC building to maintain safe social distancing.



Left to right: Eliana Campos, Keith Ruppel and Leticia Gonzalez

FSS SARC distributed all 430 toys they received from OSC to families in need by December 24, 2020. To make sure they were all distributed on time, Keith selflessly adjusted his time so he could deliver the last batch of toys to families on December 24th. A joyful expression of a child's gratitude was seen in a heartwarming note of appreciation and drawing FSS SARC received from a family:



These act of kindness are rewarding for the SSA staff who give these presents and to the families who receive them. Kudos to all who planned and executed the OSC toy distribution, helping give joy and hope to the lives of the people we serve.

*"At the holiday season, our thoughts turn gratefully to those who have made our Christmas possible. We appreciate your gesture. I hope you and your family stay healthy and continue having the wonderful heart you have. Thank you, you put a big smile on my babies today."*

## BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

### **LISA NUNO - Secretary I / Children and Family Services**

Secretary I Lisa Nuno (not pictured) of Families & Communities Together (FaCT) Program received Employee of the Month for December 2020 and the following words of recognition from her coworkers:

*"I've had the privilege of working with Lisa for the past five years. From my very first interaction with Lisa, she has demonstrated her compassionate nature of extending herself to helping everyone around her. Lisa wears many hats, as she supports the FaCT program and Resource Development Management (RDM) and Tustin Family Campus (TFC) programs. While juggling the multiple programs and myriad of administrative support, Lisa has never wavered from her benevolent character. She exudes kindness and consideration in all that she does. Lisa is my go-to person whenever I need help with anything. She often has all the answers to what's happening in our building at TFC. She's involved with everything that keeps us safe and taken care of by staying on top of PPE supplies such as hand sanitizer, and supplies for the emergency kits. She always checks in with us on what supplies we need so that we can do our jobs efficiently."*

# BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

## **WAREHOUSE TEAM, Centralized Operations/Administrative Services**

The Warehouse Team was recently recognized for their efforts and attention to detail to provide the necessary equipment needed for staff and residents from the Care and Shelter Branch, as shared by Emergency Management Team:



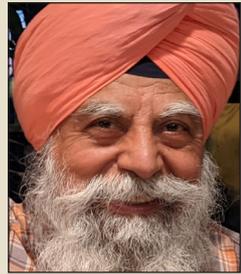
**Left to right:** David Anguiano, Hector Vasquez, Albert Garza, Jonathan Moraza, Alex Gurrola, Marcos Lopez, David Avila and Ivan Diaz  
**Not pictured:** Robert Macias, Cristian Rodriguez, Simeon Rosas, Alex Caudillo and Fernando Arteaga

*"SSA operations supports the needs of the community through requests that come from the Care and Shelter Branch of the EOC, which is led by our Emergency Management Team. The congregate-care facilities have taken a huge hit with the virus, along with ongoing staffing and PPE shortages. The warehouse team jumped in right away, and this is not the first time to assist with a big donation. Managing the logistics of a donation is the most difficult part. They did it all with expertise, great attitudes and a true team approach!"*

## **ATMA SINGH KAINTH - Eligibility Technician (ET) / Assistance Programs**

ET Atma Singh Kainth of Orange's Call and Processing Center received the following words of recognition from a customer, as shared by a supervisor:

*"I received a call from a customer who was very impressed with your excellent customer service! She stated that you were nice, professional, prompt, and resourceful. You helped her navigate through her paperwork and made the process easier for her. She wanted to thank you for being so kind! Way to go, Atma!"*



## **MAYRA LUEVANO - Eligibility Technician (ET) / Assistance Programs**

ET Mayra Luevano (not pictured) of Orange's Call and Processing Center received the following words of gratitude from a customer, as shared by a supervisor:

*"I received a call from a customer who wanted to make sure that you were recognized for going above and beyond to assist him. He stated that you were 'crazy helpful' and that you taught him so much about his Medi-Cal case. Way to go, Mayra!"*



## **KARLA ORENDAIN - Eligibility Technician (ET) / Assistance Programs**

ET Karla Orendain of Orange's Call and Processing Center received the following words of appreciation from a customer, as shared by her supervisor:

*"A customer stated he 'would have been lost but Karla went the extra mile to help him.' He also stated that Karla was 'totally knowledgeable and warm' during their conversation and that he truly appreciated her assistance today. He felt much better after speaking to Karla than he did before he called our Agency. Karla, thank you for demonstrating empathy and a commitment to providing exceptional customer service."*

# SSA PROMOTIONS

EMPLOYEE NAME	CLASSIFICATION	DIVISION
ANGUIANO, MIGUEL	ADMINISTRATIVE MANAGER I	ASSISTANCE PROGRAMS
CORONA, GABRIEL	INFORMATION PROCESSING TECHNICIAN	CHILDREN AND FAMILY SERVICES
DINH, PETER VAN	ADMINISTRATIVE MANAGER I	ASSISTANCE PROGRAMS
ENRIQUEZ, MARIA ISABEL	SR. SOCIAL WORKER	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
FLORES, LIZETTE	SOCIAL SERVICES SUPERVISOR I	ASSISTANCE PROGRAMS
FONCECA, NOEMI GUERRERO	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
GARCIA, JUAN J	ADMINISTRATIVE MANAGER I	ASSISTANCE PROGRAMS
GUZMAN, ROSALINDA	ADMINISTRATIVE MANAGER I	ADMINISTRATIVE SERVICES
HERNANDEZ, JASMIN	SR. SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
HWANG, APRIL JAE RIN	ADMINISTRATIVE MANAGER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
JENISON, PATRICK R	ADMINISTRATIVE MANAGER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
JUNG, JOANNE JU YEON	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
LE, LIZA AGUILAR	ADMINISTRATIVE MANAGER III	ADMINISTRATIVE SERVICES
MASTIN, NICOLE D	ADMINISTRATIVE MANAGER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
NGUYEN, VINNIE THIEN	STAFF DEVELOPMENT SPECIALIST	ADMINISTRATIVE SERVICES
OROZCO, VERONICA	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PAGANO, MICHAEL J	SOCIAL SERVICES SUPERVISOR II	ASSISTANCE PROGRAMS
QUINTERO, DIANA	ADMINISTRATIVE MANAGER I	ASSISTANCE PROGRAMS
RAMIREZ, ALICIA	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
ROSAS-GONZALEZ, ELIA MARTHA	ADMINISTRATIVE MANAGER I	ASSISTANCE PROGRAMS
VALENCIA, SHIRLEY IVONNE	ADMINISTRATIVE MANAGER I	ASSISTANCE PROGRAMS
VU, DIEN KIM	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
ZACARIAS, CHRISTIAN MARIO	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
ZARGARBASHI, HADI	SOCIAL SERVICES SUPERVISOR I	ASSISTANCE PROGRAMS

## LOOKING TO PROMOTE?



County of Orange Careers

Be sure to stay up-to-date on current job opportunities here at SSA and throughout the County! To view current recruitments, sign up for job alerts and/or apply, click [here](#). For Frequently Asked Questions about the County job application process including links to practice online assessments, click [here](#).



# COVID-19 RESOURCES

The Orange County Health Care Agency (HCA) has developed several helpful resources for the community to address concerns regarding COVID-19. For the latest updates and information on COVID-19, please visit HCA's website at [occovid19.ochealthinfo.com](https://occovid19.ochealthinfo.com). For questions, call HCA's Health Referral Line at (800) 564-8448. For a repository of all SSA communications related to COVID-19, visit the Community and Government Relations Sharepoint page by clicking [here](#).

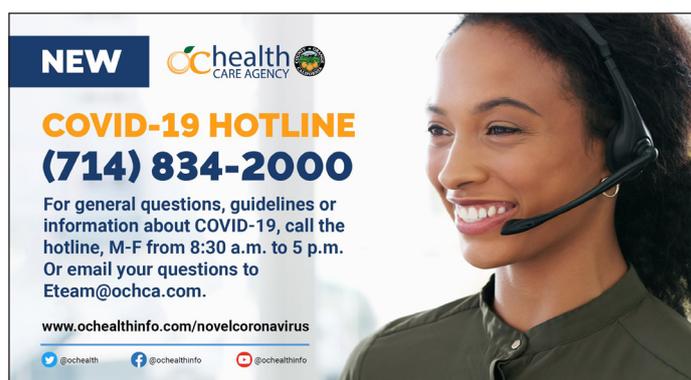


**LATEST NEWS**

**SIGN UP**

COVID-19 Vaccine **for our COVID-19 Vaccine Newsletter**

ochealth CARE AGENCY



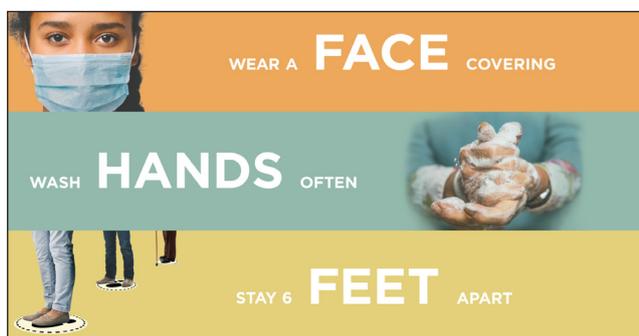
**NEW** ochealth CARE AGENCY

**COVID-19 HOTLINE (714) 834-2000**

For general questions, guidelines or information about COVID-19, call the hotline, M-F from 8:30 a.m. to 5 p.m. Or email your questions to [Eteam@ochca.com](mailto:Eteam@ochca.com).

[www.ochealthinfo.com/novelcoronavirus](https://www.ochealthinfo.com/novelcoronavirus)

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WEAR A **FACE** COVERING

WASH **HANDS** OFTEN

STAY 6 **FEET** APART



What you feel is real

ochealth CARE AGENCY BeWell

## SSA TODAY QUIZ

**Congratulations to Rachel Perez, who was randomly selected as the winner of September's SSA Today Quiz on the topic of pumpkins! Rachel was one of 30 respondents who answered all five questions correctly.**



New year, new resolutions! Test your knowledge of random facts about resolutions and goal settings on this month's SSA Today Quiz. Get all five answers correct and you may be randomly selected by the SSA Today Newsletter Committee to be featured in a future issue of SSA Today!

**To take this month's SSA Today Quiz, click [HERE](#).**

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