

OCSSA TODAY

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

SANTA STILL "CAME TO TOWN"

by Eileen Nguyen, Staff Specialist

Not even a pandemic can stop Santa! Despite new challenges to address health and safety protocols during COVID-19, Operation Santa Claus (OSC) was still able to deliver joy and hope to vulnerable Orange County children and families in need this past Christmas. The pandemic provided challenges to many aspects of the OSC annual holiday drive, impacting volunteer opportunities, the numbers of toys donated, procedures to obtain gifts, as well as the number of participating businesses and organizations that usually hold annual drives for the benefit of OSC and Senior Santa & Friends (SSF). Nevertheless, our County family and other partners responded to the call to help! Hundreds of volunteers from various County agencies and the community generously donated their time and talents to help distribute approximately 18,000 gifts to children and seniors that otherwise may have gone without.



New protocols implemented in 2020 mandated the wearing of face masks and gloves for all persons entering the OSC warehouse, required that SSA install hand sanitizing stations throughout the facility, entailed shopping by appointment only and limited the number of shoppers and volunteers allowed in the facility and time allotted for shopping. These changes ensured a safe environment for all. Other processes that were implemented to reduce foot traffic included pre-filling orders for County agency partners and for SSA's Assistance Programs & Family Self-Sufficiency units. This was accomplished through the hard work of the volunteers who sorted and bagged toys prior to the busy holiday season.

Our County family and community were exceptionally generous in 2020. OSC set a goal to attain \$20,000 in monetary donations for OSC and SSF as part of the "Giving 2020" campaign. The goal was not only met, it was shattered by 156% for a total of \$31,186. Additionally, SSA received donations of 14,000 new unwrapped toys as part of the drive.

A special thank you to all SSA staff, the SSA Community and Government Relations team and our Executive team for their continuous support in helping us meet our goals in service to our community's most vulnerable.

"Santa Claus is anyone who loves another and seeks to make them happy; who gives himself by thought or word or deed in every gift that he bestows." - Edwin Osgood Grover

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SSA SPOTLIGHT: EXCELLENCE IN SERVICE

SSA PARTICIPATES IN COUNTY CARES PLUS PROGRAM/WATSON CARE MANAGER TEAM

The Cares Plus Program (CPP) is a new multi-agency effort led by the Orange County Health Care Agency (HCA) to offer enhanced care coordination for individuals and families facing homelessness in Orange County. This program officially launched on December 28, 2020, and participating agencies include HCA, the Probation Department, Sheriff's Department, OC Housing Authority, OC Community Resources and the Social Services Agency (SSA).



Customers who agree to participate in the CPP authorize agencies to engage in multi-disciplinary team efforts to expedite the identification, assessment and linkage of homeless individuals and families to housing and supportive services. Each agency involved has designated Care Team members who will take part in this process. Currently, SSA has eleven Care Team members, representing our Administrative Services, Assistance Programs (AP) and Family Self-Sufficiency & Adult Services (FSS-AS) divisions, along with members of Orange County Information Technology (OCIT). The SSA Care Plus Program team includes:

AP:

- Raymond Fajardo, Social Services Supervisor II
- Maria Villavicencio, Social Services Supervisor I
- Raul Meza, Social Services Supervisor I
- Melissa Veenhuizen, Eligibility Supervisor

OCIT:

- Alan Vo, IT Applications Developer II
- Shobha Nelli, IT Supervisor

FSS-AS:

- Luisa Luna, Social Services Supervisor II
- Malisa San, Social Services Supervisor I
- Selena Arbid, Social Services Supervisor I

SST:

- Kim Reed, Administrative Manager II
- Bruce Hutchison, Administrative Manager I

The CPP is using a new system, Watson Care Manager (WCM), that was created to facilitate the coordinated care efforts among the various agencies. Staff from AP, FSS-AS, Systems Support Team (SST) and OCIT departments were involved in the development, testing and implementation of WCM and will continue to collaborate on future enhancements and expansion plans. SSA team members spent considerable time walking through each field in WCM to ensure that the information being provided to all partners in the system is accurate and useful. Participating agencies' systems are interfacing to share data into WCM, allowing for streamlined cross-agency integration. SSA is sharing a subset of specific CalWIN case information into WCM for our homeless customers who are receiving CalWORKs, CalFresh, Medi-Cal and/or General Relief. The end result of this data upload from SSA and our CPP partners is that WCM enables CPP to create a care plan for our clients with the highest needs, communicate program referrals and share information to assist customers achieve their care goals.

SSA Care Team members look forward to strengthening our collaboration with other agencies to support individuals and families facing homelessness in Orange County, as the CPP continues to evolve and expand.

Thank you to the CPP/Watson Care Manager SSA Team for your essential service to the Agency and the community. Congratulations on being selected as this month's SSA Spotlight!

Congratulations

STARTING MARCH 1, 2021: NEW STATEWIDE PROGRAM TO SUPPORT FOSTER YOUTH AND THEIR CAREGIVERS

Effective March 1, 2021, the Family Urgent Response System (FURS) will offer a free 24/7 hotline for current or former foster youth and their caregivers to call and get immediate help for any large or small issues they may be having.

FURS provides immediate in-person support for families experiencing conflict. The purpose of FURS is to provide a trauma-informed system of support that allows for early and swift interventions as an alternative to calling 911 or law enforcement. FURS closes the gap for families that previously had nowhere to turn and works to prevent placement disruptions, interactions with law enforcement and hospitalizations. The need for FURS is even greater now given the severe anxiety and stress placed on children, youth and their caregivers amidst the COVID-19 pandemic.

Trained counselors at the statewide hotline will provide the caregiver, child and/or youth with support to de-escalate situations that may cause instability and help them to resolve conflicts. The hotline's response will depend on the individualized circumstances of each call and the desires and needs of the caregiver, child or youth after receiving phone support. Upon request, a local and immediate in-person response could follow the phone call.

FURS is intended to:

- Improve child and youth and family outcomes;
- Improve retention of current foster caregivers;
- Help maintain children and youth in their current living situations;
- Improve the trust and relationship between the child or youth and their caregiver;
- Connect children or youth and their caregivers to existing resources in their communities;
- Reduce psychiatric hospitalizations, law enforcement contacts and placement in out-of-home facilities;
- Promote stability for youth in foster care, including youth in extended foster care; and
- Provide children and youth and caregivers with the tools that they need to heal from trauma and to thrive.

For more information, please visit: www.Cal-FURS.org or call the Statewide Hotline at 1-833-939-FURS (3877).



Additional Resources

Learn more about FURS by clicking [here](#) or on the two flyers below.

STORIES FROM THE FIELD: DISNEYLAND POD SITE

by Jessica Nevarez, Data Entry Technician

I was given the opportunity to work at the Disneyland COVID-19 Vaccine Point-of-Dispensing (POD) site during its first month of operation in January. While the scheduled shifts were long and at times intimidating with the sheer volume of people at the POD site, the work proved to be a valuable and rewarding experience.

Since March of last year, most of us have been fairly isolated from one another. So, to go from seeing the same handful of people to seeing thousands of different people every day was overwhelming. Now, you may be wondering what kept me there week after week?



After working at the POD site, I've been able to learn firsthand how finding beauty in the chaos is much greater than the paralyzing feelings that could come from being overwhelmed or intimidated. I found beauty in the positivity I witnessed by workers and the individuals being vaccinated. I saw people crying as they received their vaccines, and heard them express hopefulness in being able to interact with their families again. I also witnessed the eagerness of city and county officials coming together to assist the community at such a vulnerable time. Feeling the love, compassion and hope shared among workers and the community was the most beautiful thing I have ever felt. I will not forget the countless responses of, "Thank you for being here," as it repeatedly plays in my mind. Often, I find myself at a loss for words thinking about my days at the POD site.

The County may be impacted by this pandemic, but I have been given the opportunity as an employee of SSA to help my community, and this was the very reason why I continued to assist at the site. When days get chaotic, it is important for us all to remember that our community is very grateful for the selfless work that we do. That by itself is the beauty of being able to represent the County of Orange Social Services Agency. We should all be proud!



Pictures of Disneyland POD site.

SSA STAFF IN ACTION

A huge "thank you" goes out to our fellow SSA colleagues who have graciously volunteered or are volunteering to help assist efforts with the COVID-19 Super Point of Dispensing (POD) locations. Your participation plays a critical role to move in helping to stop the spread of COVID-19.

If you are participating or participated in a volunteer work assignment at a POD site, please share your story and photo(s), along with a signed [photo release](#) form to SSAToday@ssa.ocgov.com.



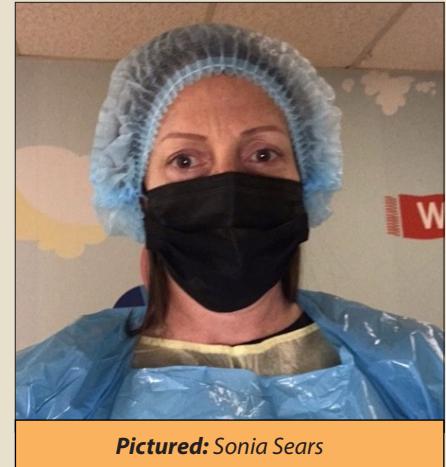
Pictures of SSA staff at Disneyland POD site.

SSA'S EMERGENCY RESPONSE & DIFFERENTIAL RESPONSE SENIOR SOCIAL WORKERS KEEP CALM AND CARRY ON

by Layla Kialashaki, Senior Social Services Supervisor

Despite growing numbers of COVID-19 cases, SSA's Emergency Response (ER) and Differential Response (DR) Senior Social Workers (SSW) are carrying on as "business as usual" to ensure children in the community are safe. In March of 2020, when many businesses closed or moved to a remote work environment, ER/DR SSWs faced the challenge of continuing to work in the field to investigate allegations of child abuse while following safety protocols to prevent the spread of illness. These essential frontline workers have shown incredible dedication during this unprecedented time.

Adapting to a COVID-19 world has brought insurmountable challenges, yet nothing gets in the way of the ER/DR SSW mission to keep children safe. Their collaboration, critical thinking, creativity and ability to make global assessments that are essential to keeping families safe in the midst of a deadly pandemic is truly inspiring. To continue the work they do without hesitation will likely cause some people to say they have superpowers, but the truth is that apart from their PPE, it is their hearts, compassion to invoke positive change and commitment to ensuring that no child is left unsafe or vulnerable that drives the dedication of SSA ER/DR SSWs.



Pictured: Sonia Sears

To understand what a day in the life of an ER/DR SSW looks like, I spoke with ER SSWs Erika Torres and Micaela Williams, and DR SSW Sonia Sears who shared their experiences. Ms. Williams and Ms. Sears described multiple barriers faced during COVID-19. Ms. Williams shared about an investigation in which she discovered the family was very ill with COVID-19 and was unable to meet face-to-face. In this instance, the interaction continued through the window of the family's home, with the mother lifting the child up to the window so that Ms. Williams could confirm her physical safety. Ms. Sears described another situation in which she was assigned to investigate another family with COVID-19. Ms. Sears utilized full PPE including cloth/plastic gowns, gloves and a face shield/mask in 100-degree weather. When asked how she managed to work through the heat, Ms. Sears replied that she "couldn't think about [her] personal personal discomfort in the moment" and had "to do [her] job" because "these kids are scared and clearly needed my help". In awe of such perseverance, I spoke with Ms. Williams about how she overcomes similar obstacles. Like Ms. Sears, Ms. Williams carries on with her critical work as she normally would by not letting worries about COVID-19 stop her "because [they] still have to go out to make sure kids are safe."



Pictured (left to right): Tracey Priest and Erika Torres

In speaking with the workers, I kept coming back to one question; how do they do it? When asked this very question, Ms. Torres summed it up best as she described entering the home of a COVID-19 positive family, she stated, "those kids have been through far worse than COVID." So, with their cars stocked with PPE supplies, ER/DR SSW's continue their mission to keep children safe. While so many around us have gone virtual, SSA ER/DR SSWs keep calm and carry on.

They are a true example of superheroes!

YOUR MONTHLY MICRO-MINDFUL MOMENT



To clear your mind take 30 seconds to pause, and breathe slowly and deeply before entering a meeting, returning a voice mail, or responding to a difficult email. Mindfulness is more about focus and frequency than length of activity.

THE 5TH ANNUAL RESILIENCY AWARD VIRTUAL CEREMONY

by Lucinda Solorzano and Marisa Leon, Senior Social Workers

In 2015, the Foster Youth Outcome Employment committee under SSA's Children and Family Services (CFS) division with the Transitional Planning Services Program, created the Resiliency Award – originally named Shining Star Award – to highlight Orange County dependent young adults who were demonstrating success in the area of employment readiness. Over the years, the award has broadened its scope to encompass additional individual achievements, such as graduating from high school, college or successfully completing a drug rehabilitation program. The award is open to current non-minor dependents, foster youth and youth in probation. This past year, the world experienced new challenges due to COVID-19 that impacted youth in foster care and/or in the juvenile justice system. These challenges included: loss of placement and/or a greater incidence of employment loss or increase of mental health issues. However, despite the pandemic, many of these young adults persevered to demonstrate success in 2020.

In 2020, CFS Transitional Planning Services Program began a new community partnership with the Eddie Nash Foundation. The Eddie Nash Foundation was established by Bryan Nash, a former foster youth. As a survivor of abuse, Mr. Nash has spent a majority of his adult life sharing his experience with others and mentoring those who have undergone similar trauma. His book, *A Phoenix Rising: Defining the Moments*, compelled him to start a foundation in which the proceeds could be given back to those in need.



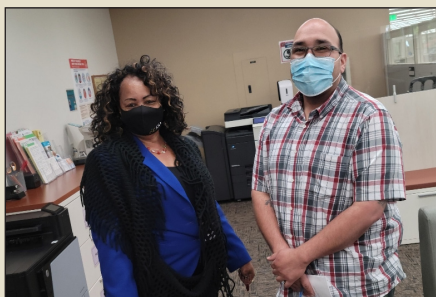
On February 3, 2021, CFS Transitional Planning Services Program held a virtual celebration that marked the 5th annual Resiliency Awards Ceremony with Eddie Nash Foundation's partnership. Youth adults first had to be nominated by a senior social worker from SSA, probation officer, community partner or a Court Appointed Special Advocates (CASA) representative. Each nominated youth then had the opportunity to submit a personal essay highlighting their accomplishments. Nearly 20 youth adults were honored. Due to the generosity of the Eddie Nash Foundation, SSA was able to award \$7,800 to resilient young adults in recognition of their achievements:

- Five adult youth were recognized and awarded \$1,000 each
- Two adult youth were recognized and awarded \$500 each
- Twelve adult youth received honorable mention and \$150 each

In addition, all awardees received a copy of Mr. Nash's book, which included a personalized note. The top seven award winners received a celebratory package filled with small gifts, along with a journal provided by CFS's Transitional Planning Services Program.

SSA truly values and appreciates our partnership with the Eddie Nash Foundation to give back to Orange County's foster youth, and we are extremely proud of our youth award recipients. Congratulations to all!

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



Left to right: Marie Stuart and Richard Pedroza
Not pictured: Elma Castaneda

ELMA CASTANEDA, Eligibility Technician; RICHARD PEDROZA, Office Technician; & MARIE STUART, Office Technician/ Assistance Programs

Elma Castaneda (not pictured), Richard Pedroza and Marie Stuart of Anaheim Regional Center received the following words of appreciation from a client, as shared by a supervisor:

"While I was assisting with the triage team, a client whom was being assisted, shared with me that as she was watching Richard, Elma and Marie assist other clients, she couldn't help but notice how each one of them demonstrated kindness and caring attitudes towards everyone. She mentioned that they were very positive and that she was very thankful that we had a great team of people triaging."

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

LONI RUNEZ, Senior Social Worker/Children and Family Services

SSW Loni Runez (not pictured) of Court Services received the following words of appreciation, as shared by a supervisor:

"Thank you for allowing me to assist you with the translation for the Nguyens Family. I just wanted to share with you that the exceptional service you have provided to the family will definitely not go unnoticed. I observed during the CFT meeting and in every contact with the client when I was translating for you, the mother never missed asking me to send you her great appreciation for your wonderful work in regards to your accessibility, kindness and dedication to her and her daughter.

The client mentioned your patience, compassion and availability in working with her daughter. She said she appreciates how helpful and supportive you have been for her family, as well as how you are always available to assist her when she needs your help. The mother mentioned that whenever she calls you, even when you are off work, you have always managed your time to get back to her soon after; and her list of appreciation continues on. The mother said she wanted you to know how great of a social worker you are, despite the language barrier challenges we have had. The mother said because of your work, she has formed positive impressions about the Social Services Agency and social workers."



NOELLE AINSLIE, Senior Social Worker/Children & Family Services

SSW Noelle Ainslie of Family Maintenance Collaborative Program received Employee of the Month for January 2021 and the following words of recognition from her coworkers:

"Shadowing Noelle has been an amazing experience particularly because I have gained valuable insight. Noelle is a very approachable, skilled interviewer and great teacher. She has the ability to quickly build rapport with kiddos and adults, and gains their respect easily. She meets the client where he/she is with a lot of respect.

Noelle's ability to create a team, and gather a group of people who want to work together, is enlightening. Noelle's demeanor is always happy and joyous. In a year that has given most of us the credence to complain just about everything and anything, Noelle has kept spreading her optimism and positivity wherever she's been.

Noelle's positive energy and attitude are greatly appreciated, especially during this difficult time. Noelle is extremely knowledgeable and professional, and I am very thankful to have her as a coworker!

In my experience with Noelle, she has been nothing but inspiring and welcoming. Noelle was accepting and accommodating while ensuring that I followed all the rules and regulations of my position. She provided valuable and inspirational insights to ensure I understood my new role as a social worker. During this pandemic Noelle has been nothing but knowledgeable and provided a wealth of information to me during this process."

SANDRA COTTRELL - Staff Specialist/Children & Family Services

SS Sandra Cottrell (not pictured) of the Systems/Data Analysis & Reporting Team received the following words, as shared by her supervisor:

"Thank you to Sandra (once again). It looks like her input has helped identify possible issues with CWS/CMS processing changes that once resolved, can provide the County real value. I took two of her examples and worked through them with IBM and they are researching how to fix it. Truly wonderful help from Sandra, thanks!"

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

ANA MARTINEZ - Intake Employment & Eligibility Specialist (IEES)/Family Self-Sufficiency & Adult Services

IEES Ana Martinez of Cypress Regional Center received the following email from an applicant, as shared by a supervisor:

"This email is to extend my most sincere gratitude for your assistance with my application for a diversion payment. Receiving this payment has helped relieve the stress of making ends meet upon returning from maternity leave and transitioning back to working full time. This program is such a help especially for those of us who have been maintaining and just need some help in the moment. Again thank you for your help. God Bless and stay safe."



KIET H. NGUYEN - Administrative Manager I/Administrative Services

AMI Kiet Nguyen of Facilities and Emergency Management Team received the following words from coworkers for his support during a water intrusion at (CCSC). Kiet remained onsite and visited after hours as well as throughout the weekend to provide updates on CEO Safety's humidity test and answer questions regarding the building's impacted area.

"I would like to acknowledge Kiet for his continued support though this. His repeated visits to assess CCSC likely saved lots of SSA material and surrounding workspaces. We appreciate your help Kiet!"

Thanks for taking the time to acknowledge Kiet. We are fortunate to have him on our Facilities Team. He always goes above and beyond. Kiet, your dedication and excellent customer service are appreciated!

Thank you so much Kiet for your responsiveness and support at CCSC."



NELLIE LE GASPÉ - Eligibility Technician/Assistance Programs

ET Nellie Le Gaspé of Orange's Call and Processing Center received the following words of appreciation from a client, as shared by a supervisor:

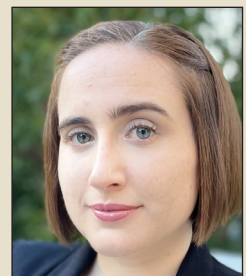
"Customer called and wanted to express her gratitude for the great customer service she received. She described you as warm, kind and welcoming. She was very appreciative and grateful for your assistance with her questions. She was pleased with her experience and felt you went above and beyond. Great job, Nellie!"



MARIANA VINDIGNI - Eligibility Technician/Assistance Programs

ET Mariana Vindigni of Orange's Call and Processing Center received the following words of appreciation from a client, as shared by a supervisor:

"A health advocate from Medical Consulting Services wanted to recognize Mariana Vindigni for going above and beyond to assist with a Medi-Cal case. Mariana's professionalism and effort are appreciated."



BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

Carmela Maldonado and Ann Williams, Eligibility Technicians/Administrative Services (Program Integrity); Shaun Sweeney, Marisol Leal, and Joe Perez, Eligibility Technicians/Assistance Programs

Shaun Sweeney, Carmela Maldonado, Ann Williams, Marisol Leal and Joe Perez were recently recognized for their support and responsive actions to the County Emergency Operations Center as hotline staff, as shared by HCA and SSA's Emergency Management Team:

"The Hotline staff serve as an alternative to the emergency 9-1-1 system for non-life-threatening circumstances. They provide public information related to emergencies, such as: evacuation routes, shelter locations, identifies and track common questions, protective actions, directs calls from the media to PIO Support Staff and/or PIO, general safety and disaster information, referral and agency numbers that can help, and additional public assistance. Currently, the hotline staff are assisting the Orange County Health Care Agency with the COVID-19 Hotline, while at times, simultaneously answering calls related to fires such as the recent Bond Fire, Santiago Canyon Fire and Silverado Fire. We really enjoy and appreciate these folks. They have made a positive impact in the lives of many callers in these unprecedented time.



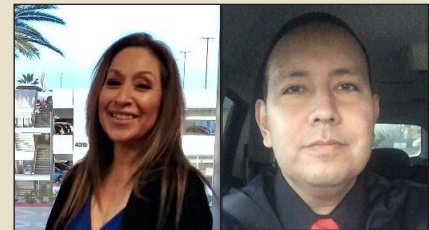
Left to right: Shaun Sweeney, Carmela Maldonado and Ann Williams
Not pictured: Marisol Leal and Joe Perez

The community has learned to count on their guidance. It has been a tough year and if you or a loved one has had to call the hotline, our SSA staff have been part of this amazing response. We are so proud of their hard work and commitment to serve."

Human Resource Services (HRS) and Resource and Recruitment Coordination Team (RRCT)/ Administrative Services

HRS and RRCT of Administrative Services were recently recognized for their collaborative efforts from the County Emergency Operations Center:

"In an ongoing effort to address the COVID-19 crisis, the County established Super Point of Dispensing Sites (PODs) to implement a phased approach for vaccine distribution. These POD's sites are located throughout Orange County and are built over time, providing access to all County residents who wish to receive the vaccination.



Human Resource Services
Left to right: Raylina Avila and Robert Urenda

These sites expect to process thousands of residents per day. Due to an urgent need for temporary Office Assistants to provide customer services and fulfill various assignments in the PODs, the Human Resource Services (HRS) stationed at SSA and SSA Resource and Recruitment Coordination Team (RRCT) worked collaboratively, facilitating and conducting interviews, making hiring decisions and extending job offers. Both teams have been putting in a lot of extra time and effort to meet the project's critical deadline. Thank you to the leadership and guidance from Hilda Juarez, HRS HR Satellite Manager; Marivel Chang, Assistant Recruitment Manager; Tanya Montoya, RRCT's Sr. Administrative Manager I; Lupe Chavez, AM I and Jessica Medina, AM I.



Resource and Recruitment Coordination Team
Top row: Jessica Medina, Lupe Chavez and Tanya Montoya
Middle row: Alex Ochoa, Olga Marina Guillen and Jamiee Lang
Bottom row: Jackelyne Sanchez and Cindy Mora
Not pictured: Samina Khan, Eric Ramirez and George Ruvalcava

You (all) continue to hit it out of the park. The Personnel Section over here could not be doing this without your amazing support."

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

DIEGO TOSCANO - Eligibility Supervisor/Assistance Programs

ES Diego Toscano (not pictured) of Laguna Hills Regional Center received the following words of recognition from a customer, as shared by his supervisor:

"Customer shared...I want to recognize the professionalism, exceptional and outstanding assistance that Mr. Toscano provided to me. I encountered an issue with my application and reached out to your Call Center for assistance. They reached out to Mr. Toscano who was of incredible help. He told me he would get his team's attention in processing the application and he responded right away within the time he gave me. He did not exemplify, but surpassed, professional attitude. His attention and assistance exceeded my expectations... I want to recognize his efforts as a leader of his team.

Thank you so much Diego for all of your hard work and for showing such great leadership. I am very thankful for the positive example that you set for your team and others."

ANDREA RUIZ - Eligibility Technician/Assistance Programs

ET Andrea Ruiz (not pictured) of Laguna Hills Regional Center received the following words of recognition from Social Services Supervisor, Chantel Chavez:

"I wanted to take a few minutes to recognize Andrea Ruiz for her support while assisting an elderly veteran at the Triage. This client was legally blind and disabled and it took him quite an amount of effort to make it to our office in the freezing cold. The client needed confirmation on his Medi-Cal eligibility and he had been unsuccessful up to this point.

Andrea was very compassionate and escorted him to a table to catch his breath. I overheard some of the conversation and she was very reassuring to the client that we will assist him. He explained what confused him, and she took the initiative to follow up with a window worker to confirm his eligibility. On his way out, he happily thanked us and especially Andrea for her time. She demonstrated how important we are as a team to our community."

SSA PROMOTIONS

EMPLOYEE NAME	CLASSIFICATION	DIVISION
APARICIO, VERONICA	SOCIAL WORKER I	CHILDREN AND FAMILY SERVICES
ARROYO, CESAR	DATA ENTRY TECHNICIAN	ADMINISTRATIVE SERVICES
ARYA, HIMANI	STAFF SPECIALIST	CHILDREN AND FAMILY SERVICES
ATLURI, JYOTHI	EXECUTIVE MANAGER	ASSISTANCE PROGRAMS
BASURTO, CLAUDIA RIZO DE	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
BOYCE, MARK ALEXANDER	ADMINISTRATIVE MANAGER I	CHILDREN AND FAMILY SERVICES
CASTRO, CLAUDIA M	SOCIAL SERVICES SUPERVISOR I	ASSISTANCE PROGRAMS
CENDANA, MARYBELL	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
CHAE, BRYAN CHO	ADMINISTRATIVE MANAGER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
DANG, KEVIN DUC	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
ELENES, RICHARD	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
FLORES TAPIA, CARLA	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
GINEZ, YVETTE	SOCIAL WORKER I	CHILDREN AND FAMILY SERVICES
GOTTS, ANGELA CRISTINA	SR. SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
GREENE, TENE DWANETTE	OFFICE SPECIALIST	ADMINISTRATIVE SERVICES

SSA PROMOTIONS

EMPLOYEE NAME	CLASSIFICATION	DIVISION
HERNANDEZ, EDGAR	ADMINISTRATIVE MANAGER I	ADMINISTRATIVE SERVICES
HERNANDEZ, JORGE LUIS	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
HOCHENEDEL, JENIFER AILEEN	SR. SOCIAL SERVICES SUPERVISOR	CHILDREN AND FAMILY SERVICES
IBARRA-CANO, MARIA G	SR. SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
KIM, LAURA GOEUN	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
KIRBY, NU LE	SOCIAL SERVICES SUPERVISOR I	ASSISTANCE PROGRAMS
LE, HANH MY	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
LEMUS ORTIZ, FABIOLA	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
LOPEZ, LAURA	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
MEZA, RAUL	SOCIAL SERVICES SUPERVISOR I	ASSISTANCE PROGRAMS
MOR, DESIREE ANN	ADMINISTRATIVE MANAGER I	ADMINISTRATIVE SERVICES
MORALES, ANTON GERALDO	SOCIAL SERVICES SUPERVISOR I	ASSISTANCE PROGRAMS
NEGRETE, BRENDA	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
NGUYEN, AILEEN NGOC	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
NGUYEN, NANCY PHAM	ADMINISTRATIVE MANAGER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
NIAZI, ASSADULLAH	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
OCAMPO, MATTHEW PAUL	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
ORTEGA, MICHELLE MORENO	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PALACIO, BEATRIZ EUGENIA	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PARK, JULIA J	OFFICE SUPERVISOR C	CHILDREN AND FAMILY SERVICES
PLASCENCIA, MAXIMILIANA	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
RAMIREZ, IMELDA	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
RAPIEN, EVAN A	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
SALINAS, LIZBETH ADRIANA	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
TARIN, CLAUDIA	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
TOPETE, CHRISTINA GONZALEZ	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
TOVAR, SONYA LOPEZ	SOCIAL SERVICES SUPERVISOR II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
TURTZER, LAURA	ADMINISTRATIVE MANAGER II	ADMINISTRATIVE SERVICES
VILLA SANCHEZ, MARIA	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
VILLA, CRISTINA	ADMINISTRATIVE MANAGER I	ASSISTANCE PROGRAMS
VILLALPANDO, CELINA	ELIGIBILITY SUPERVISOR	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](#).

IN MEMORIAM

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



Charles "Nick" Ebreo, Office Technician/Assistance Programs

Lee Salas, former Administrative Manager/ Children & Family Services

Marianne Zickrick, Information Processing Technician/Children & Family Services

Sandra Fox, Continuing Employment & Eligibility Specialist/Family Self-Sufficiency & Adult Services

Javier Peña, former IT Systems Technician II/ Administrative Services and Children & Family Services

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. 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](#).

A graphic with a dark blue background. On the left is a vial of COVID-19 vaccine. In the center, a hand holds a smartphone displaying a 'SIGN UP' button. To the right, a megaphone icon says 'LATEST NEWS'. Below the megaphone, the text reads 'SIGN UP for our COVID-19 Vaccine Newsletter'. At the bottom right is the Ochealth Care Agency logo.

A graphic featuring a smiling woman wearing a headset. The text reads: 'NEW COVID-19 HOTLINE (714) 834-2000'. Below this, it says: '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.' At the bottom, it provides the website www.ochealthinfo.com/novelcoronavirus and social media handles for @ochealth, @ochealthinfo, and @ochealthinfo.

A graphic with three horizontal sections. The top section is orange and says 'WEAR A FACE COVERING' with an image of a person wearing a blue face mask. The middle section is green and says 'WASH HANDS OFTEN' with an image of hands being washed with soap. The bottom section is yellow and says 'STAY 6 FEET APART' with an image of two people standing apart.

A graphic with a background image of a person hugging a golden retriever. The text reads 'What you feel is real'. At the bottom right are the Ochealth Care Agency and BeWell logos.

CONNECT WITH US!

SSA Today is published monthly by SSA's Community and Government Relations team in collaboration with the SSA Today Newsletter Committee. For information on how to submit content for the SSA Today newsletter, please contact one of the committee representatives below or send an e-mail to SSAToday@ssa.ocgov.com. To contact the SSA Executive Team with your questions, comments or suggestions, please e-mail directorscorner@ssa.ocgov.com.

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