

# OCSSA TODAY

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

## SPRING FORWARD WITH A GROWTH MINDSET

by Perla Cabrera, Social Services Supervisor I

Spring is in the air! Flowers are blooming, trees are growing new leaves and the days are longer, allowing us to enjoy more time outdoors. With so much renewal happening around us, it is a perfect time to think about our own personal growth. It has been a year since many of us had to learn to adapt to a new “normal” way of life, which includes adjusting our daily work routine. This new work life meant learning new business processes, using a new online program/software and/or becoming familiar with new technology when working remotely. And, when approaching new concepts like these, our ability to learn may be hindered or facilitated by our mindset. In other words, do you have a “fixed mindset” or a “growth mindset”?

### A Growth Mindset Drives Motivation and Achievement



Blackwell, Trzesniewski & Dweck (2007) Child Development

Dr. Carol Dweck, an American psychologist and the author of "Mindset", coined these terms to describe how an individual's beliefs regarding intelligence can dictate their ability to learn and gain higher achievements. A fixed mindset is when we assume that our intelligence is static and

cannot be changed. With a fixed mindset, we tend to be devastated by the smallest setback, which prevents us from building the resiliency necessary to overcome challenges we face. On the other hand, a growth mindset is understanding that our abilities can grow through hard work and viewing setbacks as an opportunity to learn, which leads to fulfilling our goals. Having a growth mindset allows us to view failure and challenges as growth opportunities that increase our abilities. By learning to “trust the process” and putting in the effort, this thinking can make you stronger and more resilient. In short, a growth mindset drives motivation and achievement.

It is no secret that learning can sometimes be difficult, stressful or even uncomfortable when trying something different. Having the appropriate mindset can help make the learning process less intimidating and more empowering. This spring, let’s take some time to invest in ourselves by taking advantage of learning opportunities and developing our growth mindset; whether it means learning a new assignment, a new program or taking a couple of courses on [Eureka](#).

***“I believe in process. I believe in four seasons. I believe that winter’s tough, but spring’s coming. I believe that there’s a growing season. And I think that you realize that in life, you grow. You get better.”- Steve Southerland***

## CONTENTS

|                                                                        |           |
|------------------------------------------------------------------------|-----------|
| SSA Spotlight: Social Workers Perform Safety Organized Practice (SOP)  | <u>2</u>  |
| SSA Celebrates Read Across America Day with Frist 5 Orange County      | <u>3</u>  |
| Educational Journey                                                    | <u>3</u>  |
| Recognizing Social Work Month 2021: Social Workers are Essential       | <u>4</u>  |
| Your Monthly Micro Mindful Moment                                      | <u>4</u>  |
| Stories from the Field: CalWORKs Success Story                         | <u>5</u>  |
| CalWORKs East Region Admin Team Virtually Celebrates St. Patrick’s Day | <u>5</u>  |
| SSA and HCA Conduct Virtual Training to Saddleback Church              | <u>6</u>  |
| Multi-Cultural Advisory Committee Presents: Chaharshanbe Suri          | <u>6</u>  |
| Go Blue for OC Kids!                                                   | <u>7</u>  |
| Beyond the Call: Exceptional Service in Action                         | <u>8</u>  |
| SSA Promotions                                                         | <u>11</u> |
| Looking to Promote?                                                    | <u>12</u> |
| Join The MCAC                                                          | <u>12</u> |
| In Memoriam                                                            | <u>13</u> |
| COVID-19 Resources                                                     | <u>13</u> |
| Connect with Us!                                                       | <u>13</u> |



# SSA SPOTLIGHT: EXCELLENCE IN SERVICE

## SOCIAL WORKERS PERFORM SAFETY ORGANIZED PRACTICE (SOP)

The goal of SSA's Children & Family Services (CFS) Division is to "Partner with families to ensure their children live in safe, nurturing and permanent homes." In alignment with this goal, CFS relies on the Safety Organized Practice (SOP) framework, strategies and tool kit that emphasizes meaningful involvement of families and their network of support to ensure child safety, permanency and well-being. SOP provides child welfare approaches focused on the child's safety within the family system. The SOP methodology is created by a variety of best evidence informed practices, including group supervision, Signs of Safety, Motivational Interviewing and solution-focused treatment. SOP brings together a common language and framework for enhanced critical thinking, as well as judgment for everyone involved with families in order to pursue a balanced and complete picture of child welfare issues.

### How SOP Elicits a Child's Voice

Upon arriving at a client's home, a social worker immediately noted a 7-year-old was hesitant to talk, so she handed a piece of paper and crayons to the child. She explained Safety House to the child — in a way a 7-year-old would be able to understand. Safety House is an SOP tool used with children for the safety planning process and informing behaviorally based case plans. They explored what safety meant to the child and then began to draw. As the child drew his safety house, the social worker asked inquisitive questions. The social worker reflects, "He talked a lot more than he drew," which illustrated, it was not the Safety House that was important, but the conversation, based on the following questions:



- People Who Live in the Safety House: "Who else would live in your Safety House?"
- What People Need to Do in the Safety House: "What are important things mom and/or dad would do in your Safety House to ensure you are safe?"
- Visiting the Safety House: "Who visits your Safety House to help ensure you are safe?"
- Rules of the Safety House: "What would the rules of the house be to ensure nothing like this happens again?"
- People the Child Doesn't Feel Safe With: "Is there anyone who lives with or visits you who you would not feel safe with?"
- Path to the Safety House: "If the end of the safe path home is at the front door where do you think you are now?"

The social worker's conversation with the child elicited information of physical and verbal violent behavior in his home. By providing a safe and creative space for this child, the social worker obtained critical and safety planning information for the next steps in the SOP process.

The SOP framework is designed for "on-the-ground" child welfare workers, supervisors and managers to enhance family participation and foster equitable decision making.

SOP's main objectives include:

1. The social worker's conversation with the child can elicit information about physical and verbal violent behavior in his home. By providing Strategies for creating effective working relationships
2. Enhancing critical inquiries and minimizing bias
3. Developing a joint understanding with workers, families and extended community to know the dangers, risks, behavioral changes, goals, protective capacities and strengths needed to create safety
4. Utilizing research-based tools to strengthen consistency, validity and equity in case decisions.

**Thank you to all social workers for partnering with families to ensure their children live in safe, nurturing and permanent homes. Social workers are essential to our Agency and community.**



# SSA CELEBRATES READ ACROSS AMERICA DAY WITH FIRST 5 ORANGE COUNTY



**Pictured:** Debra Baetz

March 2nd marked National Read Across America Day. The day was established by the National Education Association in 1998 to help get kids excited about the gift of reading and occurs each year on the birthday of beloved children's book author Dr. Seuss. On National Read Across America Day, students, teachers, parents, and community members around the nation come together to read books and celebrate the joy of reading.

Our very own SSA Director Debra Baetz helped celebrate in this special day after receiving an invitation by First 5 Orange County, Children and Families Commission, with whom she serves as a commissioner. Debra was recorded reading a family favorite book, 'Are You My Mother?', written by P.D. Eastman. See the video online, and other readings recorded on First 5's social media channels.

**“To the world you may be one person; but to one person you may be the world.” - Dr. Seuss**

## EDUCATIONAL JOURNEY

by Andres (Andrew) Ramirez, Information Processing Technician

My name is Andres (Andrew) Ramirez, and I am currently an Information Processing Technician (IPT) for Court Services, in SSA's Children and Family Services Division, and have extensive professional experience working with children ages 0 to 18 who live in congregate care.

I began my career with the County in 2017 as an Extra Help Group Counselor at the Orangewood Children and Family Center (OCFC). I later transferred to Group Counselor Nights at OCFC and was soon promoted to IPT at the Manchester Office Building. I earned my undergraduate degree in Human Services from California State University, Fullerton and am currently working on a graduate degree in International Studies at Chapman University. The support I have received from my family and coworkers has been extremely valuable in helping me along this journey, which I expect to complete this year.

My advice for those going to school and working simultaneously is to make time for yourself, remain focused and avoid any unnecessary distractions. For those debating whether to go back to school, I highly recommend that you take advantage of the Educational Reimbursement Program offered by the County because it allows you to expand your school options and greatly reduces the financial burden. I am confident that upon graduation, I will pursue promotional opportunities within the County and apply what I have learned throughout my education.



**Pictured:** Andrew Ramirez

For more information about the County's university partnerships and the Continuing Education Webinar Series, please click [here](#). For more information about Educational & Professional Reimbursement Program, please email [EPRPinquiries@ssa.ocgov.com](mailto:EPRPinquiries@ssa.ocgov.com).

## CONTINUING EDUCATION WEBINAR SERIES

# RECOGNIZING SOCIAL WORK MONTH 2021: SOCIAL WORKERS ARE ESSENTIAL

In March, SSA celebrated the many essential contributions made by the County of Orange Social Services Agency's (SSA) social workers by spotlighting the critical role they play in serving our clients and the community. As servant leaders and advocates for children, adults, families, seniors and the disabled, our social workers focus on meeting the physical and emotional well-being of clients facing crises. The amount of care, support and empathy social workers demonstrate to their clients, and to their fellow workers, is exceptional and their level of dedication and service continues – especially in light of the COVID-19 pandemic.



On March 23, 2021, SSA was presented with a resolution by the Orange County Board of Supervisors in honor of Social Work Month. While this year, SSA was not able to participate in a formal in-person Board presentation due to current health orders, our leadership continued the tradition of selecting workers to be recognized on behalf of all social work staff in our Agency. This year's honorees include:

#### Children & Family Services:

Senior Social Workers **Stephanie Daleo** and **Gabriela Vidaurreta**

#### Family Self-Sufficiency & CalWORKs:

Social Worker **Dawn Boersma**

#### Adult Protective Services:

Senior Social Worker **Andrea Simon**

#### In-Home Supportive Services:

Social Worker **Monica Liu**

#### Administrative Services:

Senior Social Services Supervisor **Karla Roberts** (TCD)



**Pictured (left to right): Stephanie Daleo, Monica Liu and Andrea Simon**

Here's what some of our honorees had to say:

*"I am proud of the work I do to help families by providing services in a compassionate and empathic manner, and treating people with courtesy, consideration, and respect they deserve."* – **Dawn Boersma**

*"What I find most meaningful about my work is being able to help and guide the most vulnerable populations to be as independent and self-sufficient as possible. This job has taught me that by being patient and transparent with them, they too will treat me with the same level of respect. It brings me comfort in knowing that they are willing to put their full trust in me."* – **Monica Liu**

*"It is an honor to be recognized for doing a job I enjoy."* – **Andrea Simon**

*"I became a social worker because I wanted to have a positive impact on the lives of the people in my community. My role now in Placement Coordination Services not only allows me to help families but also to assist assigned social workers and hopefully make their jobs a little easier."* – **Stephanie Daleo**

**Thank you to all of our social work staff for your amazing service and dedication to our community! We honor your commitment, compassion and selflessness this month and always.**

## YOUR MONTHLY MICRO-MINDFUL MOMENT

Before calling your boss, providing information to a direct report or making any work-related call, sit back, take a deep breath and ask yourself two questions:

1. What do I want the end result to be?
2. How do I want to be perceived at the end of this call?



# STORIES FROM THE FIELD: CALWORKS SUCCESS STORY

by Brooke Ullrich, Case Manager



In Fall 2020, I received a CalWORKs case for a client who recently relocated to Orange County. With South County Outreach and SSA's Permanent Homeless Assistance program's support, this client and her young children were successfully placed into an apartment. Once the client was approved for rapid re-housing, she expressed interest in additional opportunities. She began her Welfare-to-Work (WTW) program journey and received assistance through the Domestic Abuse Services Unit, Home Visiting Program and Behavioral Health Services. She also enrolled briefly in the OC Earns program, a program that offers subsidized employment opportunities for eligible WTW participants to gain skills that lead to meaningful, unsubsidized employment. Unfortunately, transportation and childcare related barriers continued to deter her from self-sufficiency.

After working closely with the South County Family Resource Center and Equus Workforce Solutions, she addressed her barriers with the additional resources and financial assistance she received and was able to look clearly towards her family's future. Early this year, she re-enrolled in school and is now a full-time student, working towards enrolling in the CARE Program, qualifying single parents attending school who receive additional educational and employment opportunities. She is also striving to transfer to a university to double major in Business Administration and Liberal Studies. On top of her full course load and participation in ongoing services with our SSA partners, she is also actively seeking employment opportunities.

Looking back to where she began her CalWORKs journey, this client has accomplished many milestones and I have no doubt she will continue to achieve countless goals in both her personal and professional life. Her positive attitude and perseverance in the face of adversity has definitely made her stand out as a true SSA success story!

## CALWORKS EAST REGION ADMIN TEAM VIRTUALLY CELEBRATES ST. PATRICK'S DAY



**Top Row:** Keith Ruppel, Marcos Esparza, Pelayo Pelayo, Susan Valenzuela, Elsa Lopez and Sylvia Esquerra

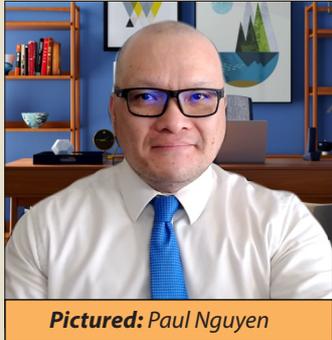
**Bottom Row:** Nia Jones, Carol Parks, Samantha Gutierrez, Ramona Parent, Jenelle Arellano, Romelia Harrison and Marieth Gonzalez

# SSA AND HCA CONDUCT VIRTUAL TRAINING TO SADDLEBACK CHURCH

On February 25, SSA conducted a virtual training with the PEACE Community Resource Center, affiliated with Irvine South Saddleback Church. The training focused on educating Saddleback's Resource Coaches about SSA's public assistance benefits in order to educate them on their mission of helping serve the homeless. SSA's subject matter experts Paul Nguyen, Social Services Supervisor (SSS) I from Family Self-Sufficiency & Adult Services, and Melissa Vargas, SSS II from Assistance Programs, shared information about eligibility requirements, enrollment processes, various application methods and additional County resources available to homeless clients.



**Pictured:** Melissa Vargas



**Pictured:** Paul Nguyen

During this virtual event, OC Health Care Agency's (HCA) Office of Care Coordination and Children, Youth and Prevention Behavioral Health Services also attended to share information about mental health and housing supportive services. Paul commented, "It's an incredible feeling to partner with a sister Agency in order to help inform our community and faith-based partners." Melissa continued, "These virtual events help heighten public awareness about our programs and services to the community." This event had 25 Resource Coaches who attended the live session and the recorded session has been shared with Saddleback volunteers to connect their community with the County's programs.

Saddleback expressed, "We serve over 4,000 families in over 40 food distributions every month. Beyond food, our volunteers provide help for families to understand how to apply for crucial benefits.

The information we received from SSA and HCA will help equip our volunteers to better serve the most vulnerable members of our community. We look forward to continuing our collaboration with HCA and SSA to make a strong impact on our communities."

**Thank you to Saddleback's Peace Center, HCA, Paul and Melissa for their partnership on another successful virtual event!**

## MULTI-CULTURAL ADVISORY COMMITTEE PRESENTS:

### CHAHARSHANBE SURI

by Banafsheh Panah, Eligibility Technician

If you recently thought you smelled some smoke in your neighborhood or saw what looked like people trick-or-treating in March, it may have meant that Persian neighbors were celebrating Chaharshanbe Suri, also known as Red Wednesday. *Čahāršanbe*, is the name for Wednesday in the Iranian calendar and *suri*, translates to "festive." Chaharshanbe Suri is a Persian festival that originated from ancient Iranian rituals where people gather to honor the spirits of the those who have passed away over a period of five days. At sunset, on the eve of the last Wednesday before Nowruz New Year (or Iranian New Year), Iranians build bonfires – to jump over later – while singing "*sorxi-ye to az man, zardi-ye man az*" to, which translates to, "[let] your redness [be] mine, my paleness yours." Afterwards, they disguise themselves, most times in costumes, and travel door-to-door hitting spoons against plates or bowls in order to receive packaged snacks. This part of the celebration is directly translated as Spoon Banging.



**What kinds of festivities are celebrated in your home? Share your multi-cultural experiences and celebrations with [MCAC](#) and with the rest of SSA.**

# GO BLUE FOR OC KIDS!

KEEP KIDS  
SAFE,  
HEALTHY,  
AND  
HAPPY!



**IN RECOGNITION OF APRIL AS NATIONAL CHILD  
ABUSE PREVENTION MONTH**

**APRIL 13<sup>TH</sup> IS WEAR  
BLUE DAY!**

Show your support with #GoBlueforOCKids

To discuss or report suspected  
child abuse or neglect:  
CHILD ABUSE REGISTRY  
800-207-4464

For more information and  
resources on child abuse  
prevention, please visit  
[www.oc4kids.com](http://www.oc4kids.com)

 [facebook.com/OCSSA1](https://facebook.com/OCSSA1)

 [@OrangeCountySSA](https://twitter.com/OrangeCountySSA)

# BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

## **SHANNON HICKMAN, Senior Social Worker (SSW) and KERENSA SCHUPMANN, Senior Social Services Supervisor (SSSS)/ Children & Family Services:**

SSW Shannon Hickman and SSSS Kerensa Schupmann of the Permanency Services and Collaborative Courts Program received the following words of appreciation from a fellow CFS intern, as shared by their deputy division director:

*"It appears my official intern time is up this week. I have completed my required hours placed by my school.*

*With that said, I want to let you both know the invaluable amount of information I have learned over the past six months. The kids in your care are dependent on you for their success and I can attest that the work you put into them is immense. I have learned a lot from both of you on assessing others for their needs and how to promote their own self-determination.*

*You offer these kids a chance when few people give them one. Your efforts are not a result of teen court mandates; it is due to the interest and dedication you have in these kids by your ability to push them forward to meet their next life goals. Thank you for the opportunity to be a part of not only SSA but also in these kids' lives, even if it only for a short time."*

## **JAIME REYES, Social Worker II (SWII)/ Family Self-Sufficiency & Adult Services**

SWII Jaime Reyes of In-Home Supportive Services (IHSS) received the following words of gratitude from their clients, as shared by a supervisor:

*"The client indicated how it was a pleasure to speak to you and she wanted to thank you for all that you do. She is happy with you always being so kind and making it a point to speak directly to the client even with the client's limited abilities.*

*The authorized representative stated in her letter, the heroes and angels behind the scenes, need to be acknowledged for the great job they are doing, especially in a time where there was a great fear."*



**Left to right:** Hanh Nguyen, Alejandra Cruz, Joyce Kato and Teresa Claronino.

## **HANH NGUYEN, ALEJANDRA CRUZ, JOYCE KATO and TERESA CLARONINO, Office Technicians/ Family Self-Sufficiency & Adult Services**

Hanh Nguyen, Alejandra Cruz, Joyce Kato and Teresa Claronino of Adult Protective Services were recently awarded the "You Rock" Award, as shared by their coworkers:

*"I would like to nominate the APS Clerical staff for the exceptional job they have performed for us in the past year. They came to the office every day since the start of the pandemic and have been a fantastic support for all of us — and always have a smile every day.... a big thank you!"*

## **ANDREA SIMON, Senior Social Worker (SSW)/Family Self-Sufficiency & Adult Services**

SSW Andrea Simon of Adult Protective Services received the following words from a Regional Care Manager for Community Care Licensing in Orange County, as shared by a supervisor:

*"We appreciate Andrea's assistance. My staff was very complimentary and enjoyed teaming up with her."*



# BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

## **SHARON COLLINS, Senior Social Services Supervisor (SSSS)/Children & Family Services**

SSSS Sharon Collins of the Child Abuse Registry team received Employee of the Month and the following words of appreciation, as shared by her coworkers:



*"Sharon Collins has been recognized repeatedly for incredible and selfless teamwork within this program. She is the ultimate team player because of her respect for co-workers, her personal and professional work ethic, along with her ability to complete an enormous output of work. She always strives to make the job easier and efficient for her co-workers and staff. She possesses humor that is infectious and helps lighten the stress of the hotline staff leading to greater unity and a positive work environment. She volunteered to develop and deliver internal monthly trainings to review work with the hotline social workers and supervisors and stay up to date about changes in our child welfare system. When the pandemic was thrust upon us, Sharon was able to quickly transition the trainings to a virtual platform with her computer expertise. She wanted the hotline team to remain knowledgeable and informed to produce good quality work as a program."*

## **THUHA TRAN, Eligibility Technician (ET)/Assistance Programs**

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

*"A customer wanted to share how professional, polite and patient Thuha was in assisting her by answering all of her questions. She wanted to say that Thuha is a big asset to our Agency and went the extra mile. Great job, Thuha!"*



## **SANTA ANA REGIONAL CENTER's TRIAGE and WINDOW TEAM/ Assistance Programs**

The AP Triage and Window Team at SARC received the following words of appreciation from a supervisor:



**Left to right:** Fabian Lopez, Atlatcatl Chiguila, Aaron Gallegos, Queen Udofia, Patricia Ruiz, Eva Cruz, Silvia Zamora and Stephany Bernal-Hernandez

*"Kudos to the AP Triage and Window team at SARC. They have been working together since March 2020 and have not slowed down. Amidst changing lobby hours, weather and working throughout the building re-modifications, they have continued to service customers with a smile. They never complained; rather, they came together and powered forward. They truly enjoy working with one another and providing service to the customers. Collaborating with Family Self-Sufficiency staff, both programs have come together as one Agency to serve our community. Thank you, SARC Triage/Window Team, for all your hard work and dedication."*

## **MIGUEL LOPEZ, Social Worker II (SWII) - Family Self-Sufficiency & Adult Services**

SWII Miguel Lopez of In-Home Supportive Services (IHSS) received the following words of gratitude from a client, as shared by a supervisor:

*"Miguel Lopez did an amazing job helping a client get approved for IHSS hours. Miguel worked with us via email expediently over the holidays. We are so grateful! It will be a real pleasure to work with Miguel moving forward. He is very relatable in his experience with IHSS!"*

# BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

## **FREDDY GARCIA , Eligibility Supervisor (ES)/Assistance Programs**

ES Freddy Garcia of Laguna Hills Regional Center received the following words of appreciation from a customer, as shared by his supervisor:



*"This letter is directed to one of your employees for their service. I hope you can acknowledge Freddy Garcia for going out of his way to ensure I was able to receive my EBT card despite a miscommunication...he provided outstanding customer service.*

*Thank you for constantly showing an amazingly positive attitude when assisting our customers and being proactive in addressing our customer's concerns. I truly appreciate your diligence in ensuring we provide outstanding customer service."*

## **TASSIANA MERVILUS, Administrative Manager (AM) I/ Family Self-Sufficiency & Adult Services**

AM I Tassiana Mervilus of Policy & Quality Assurance/Divisional Operations was recently selected as February's Core Value Champion of Initiative, as shared by her program:

*Tassiana has taken the initiative to set up the Microsoft Team software program for all of PQA, where we can organize our policy work. She has also created an awesome Policy Index tracking sheet that helps with the organization of policies currently in focus. Tassiana has a diverse background in SSA experience and goes above and beyond whenever she is asked to help. She has also paired useful resources with the 'Let's Chat Policies' initiative that she created, a forum for PQA members to discuss, update and collaborate about upcoming projects and FSS-AS policies. She is our Microsoft Teams expert and is always happy to train others and share best practices. We are lucky to have her here with PQA and she is a superb Core Value Champion of Initiative!"*

## **PAMELA JACKSON, Case Manager (CM) & AMY ZIEMKE, Continuing Employment & Eligibility Specialist (CEES)/ Family Self-Sufficiency & Adult Services**



**Left to right:** Pamela Jackson and Amy Ziemke

CM Pamela Jackson and CEES Amy Ziemke of the Santa Ana Regional Center, CalWORKs office, received the following words of gratitude from a client, as shared by a supervisor:

*"I just wanted to thank you. I never expected to receive so much help and care for my peculiar situation. I am accustomed to being on the giving end. I have found myself in need, and I was not sure how this would work, but it is working. I have restored my faith in people doing what they are assigned to do. Thank you for being good at your jobs and accessible. I am not sure if you'll ever know how much of a blessing you are to my family simply by doing your job and doing it well. I pray you are rewarded richly.*

*This client was a homeless Welfare-to-Work participant who also needed assistance with employment. Pamela and Amy collaborated to help the client receive homeless assistance benefits, domestic abuse services and counseling services. Recently, the client has been referred to the Paid Work Experience Program and is pending placement. She has received ancillary assistance for clothing and shoes to help her be successful in her new endeavor."*



KUDOS for going **ABOVE** and **BEYOND**

# BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

## **MARTIN GARCIA, Senior Social Worker (SSW)/ Children & Family Services**

SSW Martin Garcia of Court Services recently received the following words of gratitude from a client, as shared by his supervisor:

*"As a father, the prospect of Social Services Agency interceding in the welfare of my children was a very scary predicament to be in for me, especially in 2020. The first individual I met in person handling our case was Martin Garcia. From the first time we spoke, he bridged the communication between my son and I, along with listening to all parties to help my family. Having someone with empathy and expertise was a comforting experience for me during a stressful time. Martin was calm, positive, responsive and impactful during the last 8 plus months by bringing me to a better place with my daughter and a plan for reunification with my son. While balancing the parent's interest in a fair manner, he did what was best for the children and ultimately for our family.*

*I want to commend Martin's professionalism, empathy, expertise and humanity in how he carried out his case mission. It is important that you know that Martin Garcia is a huge asset to the Agency, and he carried out his role to help my family in an exemplary fashion. I will miss him, and I wish him well."*

## **ERENESTINA ARMSTRONG, Eligibility Technician (ET)/Assistance Programs**

ET Ernestina Armstrong of Orange's Call and Processing Center received the following words of recognition from a client, as shared by a supervisor:

*"A happy client stated, 'Ernestina is the hardest worker I know and I want to recognize her for that! You went from above and beyond to serve beyond, like our AP Motto states, to help a customer in need. You are acknowledged for your hard work. Thank you!'"*



## SSA PROMOTIONS

| EMPLOYEE NAME            | CLASSIFICATION                 | DIVISION                                 |
|--------------------------|--------------------------------|------------------------------------------|
| BARRERA, ADRIAN          | SOCIAL WORKER I                | FAMILY SELF-SUFFICIENCY & ADULT SERVICES |
| BEAS, DENISE             | SOCIAL WORKER I                | FAMILY SELF-SUFFICIENCY & ADULT SERVICES |
| CARRAWAY, KENDRA JANE    | SOCIAL SERVICES SUPERVISOR I   | FAMILY SELF-SUFFICIENCY & ADULT SERVICES |
| CASTRO, CHRISTINE ALICIA | SR. SOCIAL SERVICES SUPERVISOR | CHILDREN AND FAMILY SERVICES             |
| CHAVEZ, REYMUNDO         | SOCIAL SERVICES SUPERVISOR I   | ASSISTANCE PROGRAMS                      |
| CHORN, BRYANT TOBBY      | SOCIAL WORKER I                | FAMILY SELF-SUFFICIENCY & ADULT SERVICES |
| CREWS, ANTHONY           | ADMINISTRATIVE MANAGER II      | ASSISTANCE PROGRAMS                      |
| GAAL, NANCY ILONA        | SR. SOCIAL WORKER              | CHILDREN AND FAMILY SERVICES             |
| GONZALEZ MORAN, BLANCA   | SOCIAL WORKER I                | FAMILY SELF-SUFFICIENCY & ADULT SERVICES |
| GONZALEZ, BRIAN MARCOS   | SOCIAL WORKER I                | FAMILY SELF-SUFFICIENCY & ADULT SERVICES |
| GUILLEN, BOBBY LEE       | ELIGIBILITY SUPERVISOR         | FAMILY SELF-SUFFICIENCY & ADULT SERVICES |
| HERNANDEZ, KATHY         | SR. SOCIAL WORKER              | CHILDREN AND FAMILY SERVICES             |
| JACKSON, SARAH JANE      | ELIGIBILITY SUPERVISOR         | ASSISTANCE PROGRAMS                      |
| JIMENEZ, ESMERALDA       | SR. SOCIAL SERVICES SUPERVISOR | CHILDREN AND FAMILY SERVICES             |
| KAMIAB, ELIZABETH LAURA  | SOCIAL WORKER I                | FAMILY SELF-SUFFICIENCY & ADULT SERVICES |

# SSA PROMOTIONS

| EMPLOYEE NAME              | CLASSIFICATION                 | DIVISION                                 |
|----------------------------|--------------------------------|------------------------------------------|
| LAVENANT, ANA              | SOCIAL SERVICES SUPERVISOR I   | FAMILY SELF-SUFFICIENCY & ADULT SERVICES |
| MARINCOVICH, TISHA LYNN    | SR. SOCIAL SERVICES SUPERVISOR | CHILDREN AND FAMILY SERVICES             |
| NGUYEN, SHARA              | ELIGIBILITY SUPERVISOR         | ASSISTANCE PROGRAMS                      |
| ROJAS, NORMA ALICIA        | SOCIAL WORKER I                | FAMILY SELF-SUFFICIENCY & ADULT SERVICES |
| RUEDA ROSALES, SANTIAGO    | ELIGIBILITY SUPERVISOR         | ASSISTANCE PROGRAMS                      |
| SALGADO, BEATRICE TRINIDAD | SOCIAL WORKER I                | FAMILY SELF-SUFFICIENCY & ADULT SERVICES |
| SANCHEZ, MARY              | ADMINISTRATIVE MANAGER II      | FAMILY SELF-SUFFICIENCY & ADULT SERVICES |
| SANDOVAL, MONIQUE ROSE     | SOCIAL WORKER I                | FAMILY SELF-SUFFICIENCY & ADULT SERVICES |
| SCHUSTER, BRADLEY          | SOCIAL SERVICES SUPERVISOR I   | FAMILY SELF-SUFFICIENCY & ADULT SERVICES |
| STANLOW, JUDITH            | SR. SOCIAL SERVICES SUPERVISOR | CHILDREN AND FAMILY SERVICES             |
| TREJO-MIDDLETON, JUANITA   | ADMINISTRATIVE MANAGER I       | ADMINISTRATIVE SERVICES                  |
| TRUONG, YVONNE ALEXIS      | ELIGIBILITY SUPERVISOR         | ASSISTANCE PROGRAMS                      |
| VALDEZ, MARIA GUADALUPE    | SOCIAL WORKER I                | FAMILY SELF-SUFFICIENCY & ADULT SERVICES |
| VINDIGNI, FEDERICO MARTIN  | 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](#).

Every day is a *FRESH* start

## JOIN THE MCAC!

Multi-Cultural  
Advisory Committee



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

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

# IN MEMORIAM

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

**Norma Acuma, Dual Intake Eligibility Technician/Assistance Programs**  
**Camille Grant, Senior Social Services Supervisor/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](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](#).

**COVID-19 Vaccine Distribution Channels**

Different Ways to Get COVID-19 Vaccine When It's Your Turn

OChealth CARE AGENCY

The graphic features a blue background with a white circular icon containing a tree diagram. To the right is a photograph of a healthcare worker in a mask and gloves administering a vaccine to a patient's arm.

**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)

OChealth CARE AGENCY

The graphic shows a smiling woman wearing a headset, representing a customer service representative. Social media icons for Twitter, Facebook, and Instagram are at the bottom.

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

OChealth CARE AGENCY

The graphic features a dark blue background with a vial of COVID-19 vaccine and a laptop. A megaphone icon with the text 'LATEST NEWS' is in the top right.

**What you feel is real**

OChealth CARE AGENCY Be Well

The graphic shows a close-up of a person's hands holding a golden retriever puppy. The text 'What you feel is real' is overlaid in orange and white.

## 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](mailto:SSAToday@ssa.ocgov.com). To contact the SSA Executive Team with your questions, comments or suggestions, please e-mail [directorscorner@ssa.ocgov.com](mailto:directorscorner@ssa.ocgov.com).

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