



SSA's Core Values

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

Special Points of Interest:

- [Director's Corner](#)
- [SSA Spotlight: Faith in Motion Team](#)
- [SSA Launches AIM II Database](#)
- [World Elder Abuse Awareness Day 2017](#)
- [Technology Tips](#)
- [Be the One to Help Out](#)
- [Budget 101](#)
- [Summer Safety Tips from the Emergency Management Team](#)
- [Adult Services to Merge with Family Self-Sufficiency](#)
- [Servant Leadership in Action](#)
- [SSA Promotions](#)
- [Historical Buildings Photo Quiz](#)
- [In Memoriam](#)
- [Looking to Promote?](#)
- [Connect with Us!](#)

Director's Corner By Mike Ryan



As Fiscal Year 2016-17 comes to a close, I'd like to take an opportunity to reflect on some of the challenges we faced and accomplishments we have achieved in the last year. On June 27, 2017, the Board of Supervisors adopted the County Budget for the upcoming Fiscal Year, 2017-18. The budget process for us this year was incredibly challenging, as we faced uncertainty with many of our programs.

The biggest uncertainty, the proposed elimination of the In-Home Supportive Services Maintenance of Effort, would have had a significant impact on our budget, estimated between \$34 million and \$38 million. I would like to thank all of our SSA employees and partners, especially our Financial Services team, for their hard work and patience as we worked through the process of developing scenarios and identifying how to manage this impact. The good news is that the Governor's May Revision proposed a framework that is significantly better than

what was recommended in the January Proposed Budget. However, long-term impacts are still anticipated and details of the proposal have not been provided by the State including impacts to individual counties. We will continue to work with our stakeholders and the State on this issue and will keep you apprised as these conversations continue.

To further complicate the situation, there are other areas of risk within our FY 2017-18 budget that we'll have to manage and/or monitor closely. These include proposed reductions in our allocations for both the CalWORKs and CalFresh programs, lower State Department of Finance projections for long-term revenues, and potential adverse impacts from the federal government. We continue to work to mitigate these budgetary impacts; I'd like to thank you for your patience and understanding over the last few months as we addressed the uncertainties in our budget.

Through our challenges, we have continued to provide quality, responsive services and meet our State and Federal mandates. Your efforts are not going unnoticed, and I am so proud of the recognition we have received for our programs. This year, the Mobile Response Vehicle outreach project received an Achievement Award from the National Association of Counties (NACo) and a Golden Hub of Innovation Award from the Association of California Cities-Orange County. In addition, the Eliminating Racial Disparity and Disproportionality workgroup's *Fairness in Families* video received a NACo Award. The California Department of Social Services provided us with two Recognition of Excellence Awards for our CalFresh processing timeliness.

(Continued on Page 3)

HAVE A FUN & SAFE SUMMER!



SSA SPOTLIGHT: FAITH IN MOTION TEAM



Pictured from left to right: Angelica Zikoor, Angela Santos, Nena Casis, Lianne Vu, Marlene Telegadas, Lorena Rodriguez, Helen Lindsey, Yazmin Leal, Roylyn Burton, Geeta Karir, and Andres Torres. Not Pictured: Rick Bazant, Elizabeth Hutchinson Cervantes, and Diemmy Tran.

The Resource Family Approval Recruitment and Training team, known in some circles as simply “The Team,” is a dynamic group of Children and Family Services (CFS) staff focused on recruitment, support, and retention of resource parents. In addition to resource family recruitment, The Team also trains new resource families prior to approval and manages all post-approval training for the families as well. The Team works to ensure all parts of the community are reached in recruitment efforts and as a result, natural, community allies have emerged. In 2006, The Team approached the faith community to establish a collaborative effort to educate, raise awareness, and engage individuals, couples, and families who may be willing to embrace children in foster care and provide opportunities for home-based care and support. This unique collaborative is known as Faith in Motion (FIM).

Since 2006, FIM has grown from a handful of partners to 88 active congregations, faith-based and community organizations, businesses, and individuals. The main objective is to recruit resource families through these partnerships. Due to the relentless efforts by The Team to build, strengthen, and maintain relationships, innovative support systems for families have been created. This includes expanded resource family training opportunities, as well as awareness for foster care. Of the founding six unit members, only two remain but are joined by ten energetic workers whose passion is to continually take FIM to the next level of service. Because of the program’s success, the FIM model has been replicated and launched in Riverside, San Bernardino, and Ventura Counties with Los Angeles County on the verge of launching their program soon.

The partnership with the faith community has proven to be an invaluable asset to CFS. To date, over 1,000 requests for assistance from social workers have been met by our FIM partners. “Being part of FIM has meant a great deal to our church in terms of providing a pathway to donate items to families in need. In addition, working with FIM leaders at the county has given our church volunteers a direct connection to families that might need house cleaning or beautification projects done,” said Anita Smith, a ministry leader at Friends Church Yorba Linda. Donations, service projects, mentorship program development, the establishment of support groups, and hosting training classes and special events are just a few of the many exciting activities the partners are continually engaging in and refining in an effort to better serve our children and families in crisis.

“The FIM program has created a bridge in helping faith-based organizations connect and serve the families we work with,” said Yilin Chiou Tzeng, a senior social worker in the Integrated Continuing Services program. Chiou Tzeng is no stranger to FIM as she has referred many of the families she works with to needed resources provided through the partnership. “I was able to connect a mother with special needs with a mentor from a local church who was willing to meet with her and provide support during one of the most difficult times in her life. I can always count on the FIM partners to jump in and support the children and families in my program in whatever way possible,” she said.

In March of this year, the donation arm of FIM, which is the most utilized entry point for new partners wanting to get involved, transitioned to the Resource Development and Management (RDM) program in anticipation of future expansion. So, what does the future hold for FIM? For Michael Donaldson, director of the Office of Pastoral Care for Families in All Stages with the Roman Catholic Diocese of Orange, it’s about fortifying the family. “It is my dream that through the efforts of FIM, we will be able to serve all children in need of a resource family, support our resource families, and increase the likelihood of family reunification when possible and best suited for the children.”

If you would like to get involved with this dynamic program or for more information, please contact Roylyn Burton at (714) 746-2778 or e-mail her at Roylyn.Burton@ssa.ocgov.com. To learn more about becoming a resource family, please visit www.oc4kids.com or call (888) 871-5437.

(Director's Corner - Continued from Page 1)

Over the last year, we've also had several visitors – Federal, State, other California counties, and even Japanese policy makers – come to tour our facilities and learn about how we deliver services here in Orange County, as we truly are a leader across the nation in delivering our many programs. It is your innovation and dedication that ensures that we continue to remain successful in meeting the needs of our community.

I'd like to remind you about our Director's Corner email inbox: directorscorner@ssa.ocgov.com. We've received some really great ideas and inquiries – and look forward to continuing to hear from you.

In closing, thank you for your commitment to our community; I hope that you will find some time this summer to relax and enjoy your friends and family.

SSA LAUNCHES AIM II DATABASE

By Stacey Lindberg, Administrative Manager II, Adult Services and Assistance Programs



Adult Protective Services (APS) programs across the state of California are operated independently by each county. At this time, there is no statewide or federal database collecting each county's data or registry of alleged abusers, who cross county lines continuing to abuse other elders or dependent adults. For several years, SSA's APS program has utilized the Assessment Intervention Management or "AIM" database to track APS data in Orange County. This system has become outdated; As a result, Information Technology (IT) and APS staff began to work together to build a new database to meet their needs.

Pictured from left to right: Destiny Mollison, Jeanne Slomanson, John Danczak, Katharine Noble, Gina DiMercurio, Ramya Settigiri, Patrick Jenison, Kim Pham, and Stacey Lindberg.

The new database, "AIM II," incorporates federal and state mandated data collection requirements, a new intake assessment tool, and hundreds of requested enhanced features which were requested by APS staff. After four years of tireless work by both APS and IT staff, AIM II finally launched on April 3, 2017. SSA and the APS program would like to recognize all of the IT staff, some of whom have since retired, who worked diligently on this project toward its success.



From left to right: Front Row - Meenal Gore, Kai-Hsu Wu, Srini Mannepalli, Tony Thach, Dat Nghiem and Hitae Lee. Middle Row - Quoc Le, Thomas Cho, Tammie Le, James Bogan, Shobha Nelli, Kimberly Kanamori, Kent Nguyen, Lynn Vu and Uyen Nguyen. Back Row - Vijay Dasari, Sam Subbiah, Venkata Kosuri, Kenny Vilaiphanh, Sandeep Tadishetty, Bibek Shrestha, Chuong Tran, and Vipul Bhavsar.

WORLD ELDER ABUSE AWARENESS DAY 2017



Pictured from left to right: SSA Director Mike Ryan, Stacey Lindberg, and Division Director Wendy Aquin.

This year marked the 11th anniversary of World Elder Abuse Awareness Day which was recognized nationally on June 15, 2017. Each year, approximately two million American seniors are abused, neglected, or financially exploited. Last year in Orange County, Adult Protective Services received 11,475 reports of elder abuse. This year, SSA has been receiving over 1,000 reports per month. With the elderly population increasing each year, it is important that you are vigilant and are aware of the signs of elder abuse. Some signs include: unexplained injuries, isolation, new friends come into their lives and begin to have a say over what and when the family can see their loved ones, changes in behavior, unexplained bank withdrawals, changes to Wills and Power of Attorneys, and missing legal documents.

On June 6, 2017, the Orange County Board of Supervisors presented a resolution proclaiming June 15, 2017, as World Elder Abuse Awareness Day in Orange County and was received by representatives from the Social Services Agency, Health Care Agency, Office on Aging, Orange County Sheriff's Department, and the Council on Aging, all agencies which are committed to helping seniors live longer, healthier lives in the communities of their choice for as long as possible.

All Orange County residents are strongly encouraged to report suspected abuse of an elder or dependent adult by calling the Adult Protective Services 24-hour hotline at (800) 451-5155 or your local law enforcement station. To find out more about elder abuse, visit our [website](#).



Pictured: Stacey Lindberg speaks at the Board of Supervisors meeting on June 6, 2017

TECHNOLOGY TIPS

Clean Up of Shared Drives (N, O, P, Q, & S)

SSA's Information Technology (IT) Team would like to remind staff to keep track of their folders/files on the shared drives and periodically clean up unnecessary files. Conducting a periodic clean up of the shared drives will ensure that the agency always has plenty of available space on these drives to store files. Here are some tips to maintain your folders on the shared drives:

- Evaluate which folders/files can be removed
- Delete duplicate files, older versions of files, and empty folders
- Archive folders/files if the department needs to keep them, but no longer need to actively work on those files (copy to a secure thumb drive or burn to a blank DVD to store within the department)

SSA's IT wanted to "Walk the Walk, not just Talk the Talk" and they recently managed to free up 39 GB of space, half of what was being used amongst all of the IT Departments.

Happy Computing!



BE THE ONE TO HELP OUT



The Social Services Agency along with numerous agency partners successfully re-launched the Orange County Transportation Authority's (OCTA) "Be the One to Help Out" campaign to bring awareness about child sex trafficking. While this subject may be uncomfortable for some, it is important that we are all aware of the signs of child sex trafficking because it is happening here in Orange County. Below are some important facts regarding child sex trafficking.

MYTHS VS. REALITY

MYTH: Child sex trafficking is rare and doesn't happen where we live.

REALITY: It is widespread but often hidden and can only be uncovered by vigilant people who report their concerns. Increasing numbers of sex-trafficked youth are being identified in Orange County.

MYTH: Sexually exploited and trafficked youth are criminals.

REALITY: The Commercial Sexual Exploitation of Children is a serious form of child abuse and the children involved are victims. Local law enforcement and child protection officials work together to obtain treatment for these victims.

MYTH: Child sexual exploitation only happens to girls and young women.

REALITY: It happens to boys, young men, and transgender youth as well – although the warning signs are often missed. These youth may find it more difficult to talk about what is happening to them.

MYTH: Child sexual exploitation only happens to children who are in care, who come from a 'bad' family, or are of a particular race, religion or economic background.

REALITY: Any child can become a victim. Young people are more at risk if they are vulnerable – but there are many types of vulnerability. Child sexual exploitation can occur in different ways and in different situations, even from being approached for a "modeling" opportunity at the mall.

MYTH: Sexually exploited youth are free to leave when they want.

REALITY: Victims of commercial sexual exploitation are often subjected to ongoing physical, sexual, and psychological abuse, threats, and intimidation that prevent them from leaving.

MYTH: If a child consents to sex, it's not unlawful.

REALITY: The sexual exploitation of any young person aged under 18 is child abuse and needs to be stopped, or even better, prevented from happening in the first place. Even if a young person seems to have given consent it is not true consent if they have been manipulated or pressured into giving it.

To find out more about the "Be The One" campaign please visit BeTheOneOC.com. If you suspect someone to be a victim of sex trafficking, please call your local law enforcement or the National Human Trafficking Hotline (888)

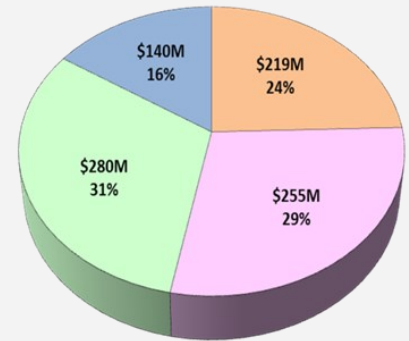
BUDGET 101

By Jacqueline Garcia, Administrative Manager I, Administrative Services Division

SSA’s mission is to deliver quality services that are accessible and responsive to the community, encourage personal responsibility, strengthen individuals, preserve families and protect vulnerable adults and children. In Fiscal Year (FY) 2015-16, SSA served an average of over one in every four Orange County residents, approximately 872,000 Orange County residents each month.

Did you know that SSA’s budget for the upcoming FY 2017-18 is nearly \$900 Million (M) dollars? SSA’s budget is a critical component in our ability to achieve our mission. The graphic summary, “SSA FY 2017-18 Budget by Division,” shows how resources are allocated amongst our four divisions.

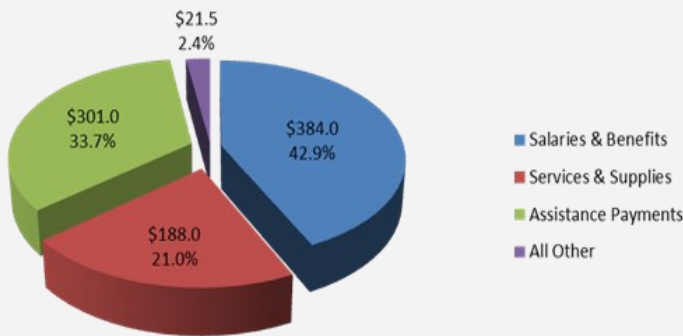
SSA FY 2017-18 Budget by Division



SSA1 Family Self Sufficiency	SSA2 Adult Services & Assistance Programs
SSA3 Children & Family Services	SSA4 Agency Administration

From SSA’s total budget of \$900M, our total operating budget is \$594M which is comprised of Salaries and Benefits (\$384M), Services and Supplies (\$188M) and Other (\$21.5M).

FY 2017-18 Base Budget



Because SSA administers programs on behalf of the Federal and State government, we are heavily dependent on the funding that comes from Washington and Sacramento. In fact, funding for over 94% of our budget is derived primarily from State and Federal sources. As a result, SSA is heavily impacted by many external factors such as funding reductions from the State and Federal government, legislative priority shifts and economic conditions.

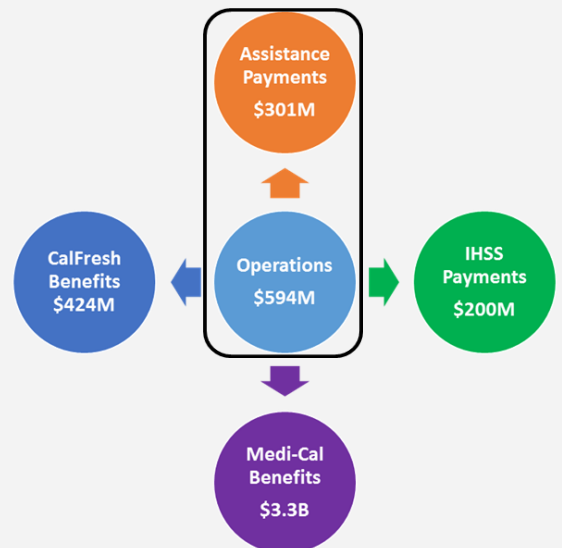
In order to meet these budgetary constraints and ensure that we continue to meet critical mandates, SSA

consistently administers our programs in a manner that is strategic, allows for the greatest flexibility, and ensures that we maximize available revenues.

The development of this year’s budget was particularly challenging due to a variety of factors including projected decreases in funding for CalWORKs and CalFresh, lower than anticipated realignment revenues, and the In-Home Supportive Service Maintenance-of-Effort cost shift.

The remaining \$301M in the FY 2017-18 Budget are dedicated to Assistance Payments for IHSS providers; General Relief, CalWORKs, and Refugee customers; and foster care payments. What is amazing is that with an operating budget of only \$594M, SSA is also responsible for over \$4.2 Billion (B) in the delivery of benefits to our community through the hard work of our dedicated staff.

As you can see, our budget is a critical tool in ensuring that we can meet our mission and provide responsive and quality services to our community.



Note: Assistance payments of \$301M are included as part of SSA’s overall budget. An additional \$3.9B in benefits are generated from SSA’s eligibility work for CalFresh, Medi-Cal, and the In-Home Supportive Services program.

SUMMER SAFETY TIPS FROM THE EMERGENCY MANAGEMENT TEAM



BEAT THE HEAT:

Extreme Heat

Heat related deaths are preventable

WHAT:

Extreme heat or heat waves occur when the temperature reaches extremely high levels or when the combination of heat and humidity causes the air to become oppressive.

WHO:



Children
Older adults
Outside workers
People with disabilities

More males than females are affected

WHERE:



Houses with little to no AC
Construction workites
Cars

HOW to AVOID:



Stay hydrated with water, avoid sugary beverages
Stay cool in an air conditioned area
Wear light-weight, light colored, loose fitting clothes

As summer gets into full swing, we must revisit the importance of keeping cool. It is common for inland Orange County areas to reach high temperatures into the 100s, which increases the risk of heat-related illnesses for those that are more sensitive to heat. Prolonged exposure to excessive heat may cause heat exhaustion, which can lead to heat stroke. Details on what to do if you encounter someone suffering from heat exposure can be found [here](#).

On average, 38 children die in the US each year from being trapped inside of hot cars. Seniors are also particularly susceptible to heat stroke and should never be left alone in a hot car, and of course, don't forget your furry family members. Dogs and cats are designed to conserve heat and are less efficient at cooling their bodies than humans are. If you see a child, senior or pet trapped inside a car on a warm or hot day, call 9-1-1 immediately and stay until help arrives. Never leave a child in a car, even "just for a minute"! Not only is it deadly, but it's also illegal! The **BE SAFE** safety checklist from KidsAndCars.org can help prevent a tragedy in your family. The tips can be used for seniors and pets as well.

Outside Air	Inside Car		
	After 10 minutes	After 30 minutes	After 60 minutes
85 degrees (F)	102 degrees (F)	120 degrees (F)	No Data
72 degrees (F)	No Data	104 degrees (F)	112 degrees (F)

Recommended precautions for staying cool:

- Drink plenty of water
- Wear light, loose fit clothing
- If exposed to the sun, wear a hat and sunscreen
- Avoid strenuous outdoor activities or take breaks often

For up to date information on heat risk in your area, the National Weather Service has created this [tool](#).

Pool/water safety: Another thing to keep in mind during the summer months and even into the fall is pool and water safety. Children drown without a sound! Drowning accidents are the leading cause of injury/deaths among children under five and the second leading cause of death in children under 14. More than 80% of the drownings occur in residential pools or spas. It can happen quickly, without warning, without a splash and without a cry for help. It is critical to remember that children playing in the water are laughing, shouting, and making noise, but drowning is silent. Someone struggling in the water is usually not able to thrash around or call out for help, what you see exaggerated in the movies is not how it happens in real life so please remain diligent around water and keep your children, grandchildren, and other family members and friends safe. For safety tips and information visit this [page](#).

Summer is a time for family fun and relaxation but it is also a time when our weather and the related summer activities can pose a serious threats if we do not remain diligent about safety. Have a safe and happy summer!

ADULT SERVICES TO MERGE WITH FAMILY SELF-SUFFICIENCY

SSA is undergoing a department reorganization in order to create a more manageable span of control within SSA divisions and align program objectives and staff classifications.

In light of the great disparity between the number of positions between the Adult Services and Assistance Programs (ASAP) and Family Self-Sufficiency (FSS) divisions, SSA is transferring the Adult Services programs which include Adult Protective Services, In-Home Supportive Services (IHSS) and the IHSS Public Authority oversight from ASAP to FSS. This department organization change will essentially consist of transferring administrative duties and oversight from ASAP to FSS. There are no proposed physical moves or changes or additions to staffing. The only direct reporting relationship change will be to the Deputy Director of Adult Services position, who will now report directly to the FSS Division Director.

The transition date of the reorganized divisions, Assistance Programs (AP) and Family Self-Sufficiency & Adult Services (FSS/AS), is July 1, 2017.

If you have any questions or would like any additional information on this reorganization, please contact us at directorscorner@ssa.ocgov.com.

SERVANT LEADERSHIP IN ACTION



Maritza Medina, Intake Employment and Eligibility Specialist (IEES), Family Self-Sufficiency

IEES Maritza Medina received the following words from an appreciative customer:

"Thank you very much, Mrs. Medina, people like you make immigrants believe in human values. It was a pleasure to get to know you."

Lead with **purpose** &
Live with **passion**

Claudia Basurto, Eligibility Technician (ET) and Rae Lyn Findley, Eligibility Supervisor (ES), Family Self-Sufficiency

ET Claudia Basurto and ES Rae Lyn Findley recently received this note from an appreciative customer:

"Thank you for your assistance regarding Medi-Cal for my grandsons. The information you provided was clear and took a BIG weight off me! Thank you for taking the time and for your expertise. I appreciate your customer service, both of you are a blessing and I'm so happy working with you!"

Mrs. Basurto has been a great worker for my grandsons and has helped me so much. She is always very kind and nice, promptly returns my calls, assists me with forms, and has always done a great job with the boys' case. She deserves recognition for a job well done!!

Words cannot express my appreciation enough to have both of you! Please pass this on to both of your supervisors so they know what great service you provided to me. I want your effort recognized! You both deserve it!"



SERVANT LEADERSHIP IN ACTION



Amy Whitaker-Irizarry, Social Services Supervisor I (SSS I), Administrative Services

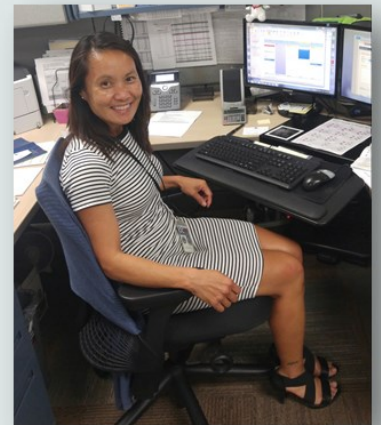
SSS I, Amy Whitaker-Irizarry, received the following words of gratitude from Eligibility Technician Johanna Moreno in Adult Services and Assistance Programs:

"Over the past few weeks, I have had the pleasure of working with Amy on an appeals case. She executed all necessary tasks on her end and informed me of vital income information in order to properly evaluate the case. The case is now open and the customer is content and appreciative. Please know that I am grateful to have completed this journey with Ms. Whitaker-Irizarry and hope to work with her in the future. She is a tremendous asset to your department."

Carwina Dasse, Continuing Employment and Eligibility Specialist (CEES), Family Self-Sufficiency

CEES, Carwina Dasse, recently received the following note from a customer:

"Thank you so much for all your help and understanding. With my stress and situation, you are a calming helpful force. God has guided you into social work for a reason."



Abel Esquivel, Social Worker II (SW II), Children and Family Services

Congratulations to SW II, Abel Esquivel who was recognized as the Children and Family Services Employee of the Month in May. Here are examples of Abel's selfless work:

"Abel is always willing to assist, he is very resourceful, and he is always willing to go above and beyond when it comes to helping us and our [customers]. I can always count on Abel. I know when I call on Abel, I can always count on him to help out; but it's not just me that can rely on Abel."



Abel doesn't hesitate to lend a hand to everybody. Abel is a great team player. He goes above and beyond his duties and does it with a smile. He never says "no" and he does his work with much pleasure. Abel is a social worker you can always count on and goes out of his way for our families. He is always looking to help and he is happy to help the [customer] and he goes out of his way for them. He is just willing to do anything to help all of us and our [customers] we serve. No matter what the situation may be, Abel will never say no or that the request is impossible."

SERVANT LEADERSHIP IN ACTION



Brenda Wilson Codispoti, Administrative Manager II, (AMII) Administrative Services

AMII in Adult Services and Assistance Programs Colby Hytoff, had these kind words to say about AMII Brenda Wilson Codispoti and the staff at TCD

"In March 2016, Training and Career Development (TCD) began building upon its partnership with Adult Services to expand the training it provides to the IHSS and APS programs. AMII Brenda Wilson led TCD's effort and exemplified the SSA spirit of 'One Agency: Moving Forward Together, Serving Our Community.'

Brenda worked closely with Adult Services Management to ensure the expanded training met the specific needs of the programs. She organized a highly proficient team of three TCD trainers dedicated to supporting Adult Services training. The new team has enabled TCD to train both the IHSS and APS New Worker Induction trainings.

The successful collaboration continues, as TCD will eventually assume responsibility to train the IHSS and APS software programs CMIPS II and AIM II, respectively. Adult Services appreciates the diligence and professionalism shown by Brenda and all of the TCD staff in bringing this endeavor to fruition."

Mai Ho, Continuing Employment and Eligibility Specialist (CEES), Family Self-Sufficiency (Not Pictured)

Recently CEES received a thank you note from Elizabeth Ward of the Orange County District Attorney's office:

"I would like to congratulate worker M. Ho for her excellent teamwork. I was in need of a Vietnamese speaking worker to serve as an interpreter. Ms. Ho volunteered to take on the assignment without excuses or concerns. Her professional and humble attitude towards the assignment helped me obtain the information needed to resolve a complex case. I am positive the [customer] had a pleasant experience and felt comfortable having her present during the interview. I know I did."

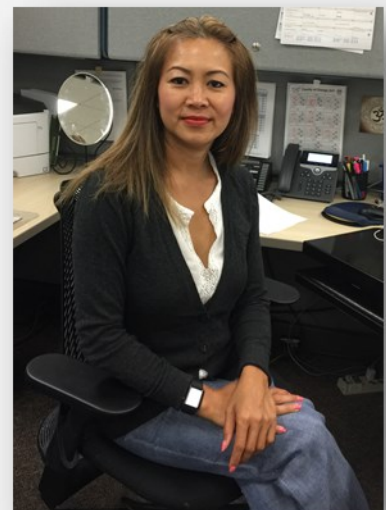
Kathryn Dang, Continuing Employment and Eligibility Specialist, Family Self-Sufficiency

CEES, Kathryn Dang received these kinds words of appreciation from a [customer]:

"I really wish that there was more people out there like you. In a time when I thought no one cared, you proved me wrong. I have never experienced such compassion and empathy. You always go above and beyond to assist our family.

In our time of need, you were an anchor of hope."

Thank You



SERVANT LEADERSHIP IN ACTION



Vincent Price, Senior Social Worker (SSW); Deborah Mathy, Senior Social Services Supervisor (SSSS), and Priscilla Morfin, Senior Social Worker (SSW), Children and Family Services

An appreciative grandparent wrote a letter of appreciation to SSSS Deborah Mathy, SSW's Vincent Price and Priscilla Morfin:

"Ms. Morfin has gone out of her way to communicate with us on many occasions to find ways to arrange visitation with our granddaughter. She has contacted us on her own time, when necessary. She has followed through to make sure that we were able to have as much time as possible to spend with our granddaughter together with her family. Ms. Morfin has helped us in this effort by making it possible to spend time together as a family which has helped bring a little normalcy to a very unnatural and difficult time in all of our lives, especially [our granddaughter's]."

Social worker, Mr. Vincent Price, stepped in on numerous occasions to have visits on Fridays. On four separate occasions, he made himself available to arrange transportation to make it possible to spend extra time with [our granddaughter]."

Ms. Mathy, you have a very compassionate staff which is a tribute to your supervision and guidance. Thank you for all you do and it is our hope and our prayer that someday [our granddaughter] will grow into a beautiful, smart, and independent woman. As [our granddaughter] gets older and can understand, we will be sure that she knows the important role that Orange County Department of Social Services played in her life and the life of her parents."

Marta Zafary, Office Technician (OT) and Virginia Rodriguez, Eligibility Supervisor (ES), Adult Services and Assistance Programs

Social Services Supervisor I Catherine Garrett recently received a call from a grateful customer regarding the service she received from OT Marta Zafary and ES Virginia Rodriguez. Here is a brief summary of the phone call as summarized by Catherine Garrett:

"A [customer] called to let me know how happy she was that she called Central Regional Office. She reported that she spoke to Marta in reception who was very friendly and helpful. She was then transferred to Virginia who she states took the time to explain everything to her. She said, 'they are both awesome.'

She also said, 'you can tell your office cares about how they treat people.' The [customer] wanted to thank both of the workers for taking their time and for being nice."



SERVANT LEADERSHIP IN ACTION

Administrative Team at the Aliso Viejo Regional Center, Adult Services and Assistance Programs (Not Pictured)

Administrative Manager I Mary Sanchez recently received these kind words from an appreciative customer about the service she received from the entire Administrative Team at the Aliso Viejo Regional Center:

“Thank you so much for the continued help. I also am so grateful on how we have been treated either in person or on a phone call. I have never felt ‘bad’ or disrespected or made to feel lesser than, due to my financial troubles and I am so very thankful. This opportunity to get help feeding my children is a very big blessing. We have come close to homelessness and having this assistance is such a huge factor giving us self-respect and self-worth; that we can do it!

Food, clothes, and shelter are essential. All your employees are so kind and speak so gently and it makes such a difference. We are forever grateful and will never forget the assistance and kindness from everyone. We believe in ‘paying it forward’ and will do so as soon as possible, to those like ourselves who need just as we have needed. Thank you!”

SSA PROMOTIONS

DIVISION KEY

ASD	Administrative Services Division
ASAP	Adult Services & Assistance Programs
CFS	Children & Family Services
FSS	Family Self-Sufficiency

Employee Name	Title	Division
BROOKS, RYAN	RESEARCH ANALYST IV	ASD
CAZARES, ANGELINA	SENIOR SOCIAL SERVICES SUPERVISOR	CFS
CHLEBOWSKI, JESSICA	ADMINISTRATIVE MANAGER I	ASD
CORONA, MARTHA	SENIOR SOCIAL SERVICES SUPERVISOR	CFS
DAVID, KRISelda	GROUP COUNSELOR I	CFS
EDMUNDSON, MICHAEL	ADMINISTRATIVE MANAGER III	ASAP
FISKUM, KRISTI	ADMINISTRATIVE MANAGER II	CFS
PATEL, SHANE	SENIOR SOCIAL SERVICES SUPERVISOR	CFS
VIRAMONTES, SAUL	STAFF SPECIALIST	ASD
WILSON, CLARISE	OFFICE SUPERVISOR C	CFS

HISTORICAL BUILDINGS PHOTO QUIZ



Congratulations to Brynn Esparza who was randomly selected as the winner of April's No Wrong Door quiz. Brynn won a Starbucks gift card and some SSA merchandise. Congratulations, Brynn!

Instructions for the quiz: All the photos below are former SSA buildings. For each of the addresses below, match the letter (A-F) of the photo with the building's correct address. Entries that match all six buildings correctly will be entered into a drawing and the SSA Newsletter Committee will randomly select one lucky winner. Send all entries to SSAToday@ssa.ocgov.com. Good luck!

1. 888 N. Main Street, Santa Ana

4. 12661 Hoover St., Stanton

2. 1337 Braden Court, Orange

5. 1200 N. Main St, Santa Ana

3. 25292 McIntyre Street, Laguna Hills

6. 2060 Santa Cruz, Anaheim

A



B



C



D



E



F



IN MEMORIAM

SSA would like to recognize the recent passing of an SSA employee. Please keep her family in your thoughts during this difficult time.

Grace Ta - Continuing Employment and Eligibility Specialist, 26 years of service.



LOOKING TO PROMOTE?

Please click on the link below to see the list of current job openings within the County of Orange. Recruitments currently open on behalf of the agency are the following:

- IT Applications Developer II
- Senior Social Worker

www.ocgov.com/jobs



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Do you have questions or comments for the SSA Executive Team? Email your questions, comments or suggestions to:
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