



SSA's Core Values

Director's Corner By Mike Ryan

I hope everyone had a wonderful summer and took some time to relax and enjoy time with family and friends! As you know, SSA has continued to be very busy, and I wanted to share a couple of program updates with you.

I'm excited to announce that our *Be the One* campaign will be launching at John Wayne Airport (JWA) later this month! Be sure to look for our [video message](#) on how to prevent and identify child victims of sex trafficking on the electronic reader boards at JWA's baggage claim.



Assistance Programs has been working on implementing the Restaurant Meals Program (RMP). This program would allow homeless, elderly, and disabled CalFresh recipients to use their benefits to purchase meals at participating restaurants. We are currently in the process of recruiting restaurants to participate – with an expected launch date of early 2018. More details will be provided as we get

closer to implementation so that you can share this information with eligible clients.

Additionally, one thing that's always constant here at SSA is change! As you are aware, we've had many changes in our leadership here over the last year. We've said our goodbyes to retiring Deputy Division Directors, Hellen Howe (Assistance Programs - AP), Jorge Sole (Adult Services - AS), Ben Blank (Family Self-Sufficiency & Adult Services – FSS & AS), and Joanne Munro (Children & Family Services - CFS), and welcomed in new Deputy Directors, Denise Churchill (CFS), Scott Burdick (CFS), Mike Edmundson (AP), and Jyothi Atluri (AS). We've also said our farewells to Division Directors, Gary Taylor (CFS) and Nathan Nishimoto (FSS & AS) and welcomed new Division Directors, Anne Bloxom (CFS) and Debra Baetz (FSS & AS). And, through all this change, you continue to adjust and endorse the excellent work of former leaders and look to further grow and implement the vision of our new leadership.

As we look back on the careers of our retired leaders and the path that our new leaders have taken, I'd like to



encourage you to continue your journey in professional development. The Career Advisory Program is launching again this fall, and the Mentor Program will launch again in 2018 – be sure to take advantage of these fantastic programs which provide useful curriculum and connections to advisors and mentors to help you achieve your professional goals. Furthermore, Training & Career Development has created a great resource page where you can find tools and information to help you on your professional journey: [TCD Resources](#).

And, don't forget! We'd love to hear from you, please email us at the Director's Corner [email address](#).



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

Special Points of Interest:

- [Director's Corner](#)
- [SSA Spotlight: Excellence in Service](#)
- [Technology Tips](#)
- [SSA Researchers Recognized](#)
- [SSA Volunteers Pay Off](#)
- [The 2017 Great California "ShakeOut"](#)
- [SSA's Mobile Response Vehicle Celebrates Two Years In Civic Center](#)
- [Have you Heard of IEVS?](#)
- [Free Flu Shots for County Employees](#)
- [Beyond the Call: Exceptional Service in Action](#)
- [SSA Promotions](#)
- [Looking to Promote?](#)
- [Connect with Us!](#)

SSA SPOTLIGHT: EXCELLENCE IN SERVICE



Pictured from left to right: George Ruvalcava, Rosa Serna, Tanya Montoya, Samina Khan and Silvia Escalante.

This month's Spotlight team is the Resource and Recruitment Coordination Team.

The recently formed Resource and Recruitment Coordination Team (RRCT), under Administrative Services/Professional Standards and Development, is comprised of one Administrative Manager I, one Social Services Supervisor I, two Staff Specialists, and one Extra Help Retiree. The team was formed in March 2017, and has already made a considerable, positive impact on the operations of the Agency through their oversight of the Agency's approximately 4,400 budgeted positions. Historically, the Human Resources (HR) Liaisons for each division in SSA have been responsible for monitoring their own specific positions, coordinating recruitment activities and hiring, requesting additional positions, and/or reallocations of existing positions. This practice posed certain challenges such as competing recruitment priorities, a

redundancy of efforts and inconsistent tracking and reporting of position control data. In an effort to maximize position utilization and to comply with budgetary challenges as well as County of Executive Office (CEO) directives, the concept of a centralized unit emerged.

Since its formation, the team has been busy working with the Executive Team, Human Resources Services staff, and divisional HR Liaisons in prioritizing recruitment efforts; coordinating divisional representation in recruitment assessment; coordinating logistical recruitment and hiring needs such as referral lists, Structured Oral Interview Panels, and interviews; requesting background clearances; preparing job offers; and working collaboratively with Financial Services and Procurement to coordinate all Temporary Help and Extra Help positions.

The team's primary goals are to strategically focus on managing Agency positions, partner with Human Resources Services and divisional Liaisons in consolidating recruitment and hiring activities, and maximize existing resources. In order to assist in managing the positions more efficiently, RRCT led the charge in collaboration with divisional HR Liaisons and Information Technology (IT) staff to develop the Resource Asset Management System (RAMS). RAMS is a central database that allows RRCT to track the Agency's positions, produce statistical reports, and serves as a critical asset management tool. Phase I of the system was moved into production July 2017, and the team continues to work on the development of additional phases.

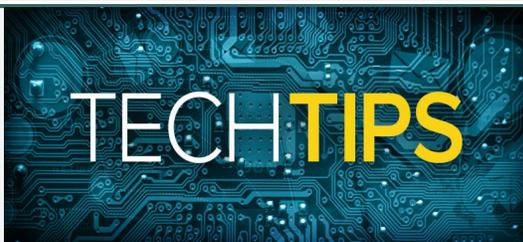
During the County's hiring freeze, the team played a vital role in the Agency's efforts to obtain CEO approval to unfreeze positions. The team coordinated and assisted in the development, review process, and submittal of approximately 70 unfreeze requests. Their efforts were recognized by SSA's Chief Deputy Director with numerous complimentary notes. Verbal recognition was also received from a CEO staff member complimenting on how well written and well documented the submitted requests were.

RRCT is committed to and has already been successful in efficiently managing and streamlining the position control responsibilities of the Agency, ensuring compliance with CEO directives, and collaborating with the Executive Team to identify resource priorities and allocation. Last, but not least, the team prides themselves on providing excellent customer service.

Congratulations to the Resource and Recruitment Coordination Team for all of the great work you do, and for being recognized as the SSA Spotlight: Excellence in Service team for September 2017!

TECHNOLOGY TIPS

SSA's Information Technology (IT) Team would like to share a few tips/reminders to ensure that correct procedures are followed when using computer equipment. Please see a few tips/reminders below:



- When sending Secure/Encrypted email, remember to use [Secure] in the subject line. Be sure that you are using the [] brackets and not the { } brackets as both are on the same key on your keyboard. Always use [Secure] in the subject line when sending to any recipients outside of SSA and the County, including clients. It will serve to protect Personally Identifiable Information (PII) and sensitive data as the recipient has to retrieve and view the email from the County's secure system.
- With all SSA sites having the new VoIP phone systems installed by the end of October, staff can dial any phone on the VoIP system by using the 7 digit phone number. You can call our South OC sites as well as any other building by just dialing the phone number, there is no need to dial 8 + 1 + area code + number as we are all connected on the same phone system. This goes for any other agency in the county that is also on the new VoIP phone system.
- Reminder: Please do not shutdown/turn off your computers. Please logoff, but leave machines running so that updates may be received during the weekends and most importantly so that user data can be backed up. If a PC is powered "Off" it will not be able to be backed up nor kept up to date which will result in a flood of updates coming down to the PC during the day.
 - ◆ After updating, the PC will need to be fully restarted in order to complete the update process. It is always ok to postpone restarting your PC, but please remember to complete the restart sooner rather than later as you might notice the PC performing differently until the patching process is complete.
- To alleviate receiving any Outlook messages about your mailbox being 'Over Size Limit', please create a Personal Folder set (PST file) and save emails into that set of folders that you can name and organize in any way that suits your needs. Click on this [link for instructions](#) on creating a PST file.
 - ◆ To access the SharePoint page you will need to enter your SSA email address; if you have trouble accessing the link in the Tech Tips article, please call Help Desk or submit an E-Ticket.

SSA RESEARCHERS RECOGNIZED



Pictured from left to right: Andrea Lewis and Kimberly Goswiler.

Two SSA employees in the Administrative Services Division's Research Unit were recently recognized as part of a project that won the Center for Digital Government's "2017 Best of California Award" for Best Data Analytics. AM I Andrea Lewis and Research Analyst IV Kimberly Goswiler were Orange County's representatives for the Business Intelligence Project for CalWIN, which was this year's award recipient. The project was launched to develop a new dynamic reporting software available for CalWIN users to be able to extract and manipulate data in real time, as well as to view the most current data in 'dashboards', highlighting reporting areas of interest such as number of cases in each program, amounts and types of claims and services provided, and maps of client locations. The software and data are still under validation. Andrea and Kim were instrumental in providing input to the design and layout of the software, as well as serving as the liaisons between the County and the project contractor in its early development stages. They alternated their involvement in the project from June of 2016 through July 2017 as the Orange County representatives and are still involved in ongoing validation and development of the tool for use by SSA staff. The award was presented in Sacramento on September 12, 2017 at the California Technology Forum.



SSA VOLUNTEERS PAY OFF

By Christopher Avventino, Administrative Manager I, Administrative Services Division



During Fiscal Year 2016/17, the Social Services Agency benefited from the assistance of nearly 1,000 volunteers/ interns for a combined total of over 29,000 service hours. By utilizing highly skilled volunteers, our Agency was able to save over \$791,000!

These volunteers and interns provide a variety of functions including, but not limited to: social work internships, holiday toy distribution, Orangewood Children and Family Center activities, parent engagement, and teen work experience.

Thank you to our dedicated volunteers and interns for helping us make a positive impact in our community! For more information about available volunteer opportunities, click on this [link](#) or contact the Volunteer and Outreach Services manager Christopher Avventino at (714) 825-3244 or Christopher.avventino@ssa.ocgov.com

THE 2017 GREAT CALIFORNIA "SHAKEOUT"

SSA will again be participating in the Great California "ShakeOut" scheduled for October 19, 2017 at 10:19 am, and it is a good time to remind ourselves about earthquake preparedness. In 2016, 10.6 million Californians joined this historic event. Let us begin by knowing the simple steps for Earthquake Safety. Before an earthquake strikes, plan to be safe. Secure your space by identifying hazards such as heavy unsecured objects. Moveable objects on top shelves should be removed to lower levels. Falling furniture and flying objects can become projectiles during ground shaking. It only takes a few minutes to note hazards and take action to make your surroundings safer.

Join Us
in the
World's Largest
Earthquake Drill.
October 19, 2017

www.ShakeOut.org

In order to reduce the risk of injury and prevent damages, it is encouraged that you review and update your emergency action plans. For more information about The Great California ShakeOut, or If you would like to register for this event, please visit ShakeOut.org.

The most recognized protocol to protect lives during an earthquake is to -

Drop, Cover, and Hold On Wherever You Are!



SSA's MOBILE RESPONSE VEHICLE CELEBRATES TWO YEARS ASSISTING CLIENTS IN CIVIC CENTER

By Jesse Guillen, Staff Specialist, Administrative Services Division



Pictured: The MRV at its current location at The Courtyard in Santa Ana. The Courtyard is located at 400 Santa Ana Blvd. in Santa Ana, on the corner Santa Ana Blvd. and Ross Street.

Like many departmental initiatives, a pilot project meant to gauge the service needs of Santa Ana's Civic Center homeless population is now one of the Social Services Agency's (SSA) most known and visible endeavors. Now an integral and permanent piece of a continuum of care designed to aid some of the county's most vulnerable populations, the Mobile Response Vehicle (MRV) Team has witnessed first-hand a dramatic increase in people who call Santa Ana's Civic Center "home". The MRV team is comprised of: Centralized Operations Warehouse & Volunteer and Outreach Services, Information Technology, Assistance Program, and Family Self-

Sufficiency staff who serve as the front-line of customer service at the Courtyard. The pilot project evolved into weekly deployments to The Courtyard Transitional Center resulting in a steady stream of customers seeking Social Services assistance; SSA has certainly met the call!

Eligibility Supervisor Laura Christensen, who has had the unique opportunity to serve in the Civic Center, knows first-hand the great impact SSA's presence at the Courtyard has had on its residents. "The best part about working at The Courtyard is hearing the appreciation people express. I've had customers come up to me and my co-workers to hug us and say how much they appreciate our presence and the help we give them."

Eligibility Technician Rocio Fregoso agrees. She has been a regular since the inception of the Civic Center effort. "I think it's great that SSA invests so much to be out in the community like this; especially serving the county's most vulnerable. Personally, the experience has helped me grow professionally. I feel much more confident handling difficult cases/situations that arise in my office as a result of my experience at the Civic Center area." Rocio also shares that she often encourages co-workers to volunteer for the opportunity if it is presented.

During its two-year run, SSA has set up shop every Thursday and has completed an average of 80 service requests during each deployment. In calendar year 2016, a total of 3,510 inquiries and 1,268 applications (Medi-Cal, CalFresh, General Relief, CalWORKs) were processed by SSA staff. Through August 2017, SSA staff have responded to 2,760 inquiries and processed 969 applications. SSA will continue playing an integral role in solving the challenge of homelessness by providing services in an effective, efficient, and compassionate manner, one customer at a time.



Pictured: The MRV in its original location at the Santa Ana Civic Center in front of Building 12.

HAVE YOU HEARD OF IEVS?

By Erica Edwards, Eligibility Technician, Administrative Services Division



Pictured: 20 members of the IEVS Team.

Have you heard of the Income Eligibility Verification System, commonly known as IEVS? IEVS is an “umbrella term” used for matching reports aiding in eligibility determination/verification for clients of public assistance programs. IEVS serves as a fraud prevention and detection tool, and most eligibility workers receive IEVS reports on their cases.

Did you know that SSA has Specialized IEVS Units to develop these reports? These units are comprised of a dedicated team of Eligibility Technicians, Supervisors, and clerical support staff in Program Integrity under the Administrative Services Division and are located at the Santa Ana Regional Center (SARC). IEVS workers process special income and tax information reports (additional IEVS are processed in the regions) for income or asset discrepancies reported or not reported by clients. They work with clients, employers, and the District Attorney Investigators to determine accurate eligibility for public assistance programs. Clients who fail to cooperate may have their case discontinued by the IEVS worker. Discrepancies found may result in overpayments or potential welfare fraud referrals. The IEVS Units identified over \$2.8 million in overpayments last year. These overpayments are then recovered by SSA through benefit adjustments, civil collection activity or court restitution orders. IEVS workers play a crucial role in protecting the integrity of our programs. To learn more about IEVS, contact Betty Maldonado at Betty.Maldonado@ssa.ocgov.com or (714) 438-8814.

FREE FLU SHOTS FOR COUNTY EMPLOYEES



The annual influenza vaccination program for County employees is underway and we are happy to announce it is now available from Employee Health Services at no cost. We strongly encourage each of you to get a seasonal influenza vaccination as soon as possible. Influenza can cause serious illness and even death, especially in young children, pregnant women, the elderly and persons with medical conditions that place them at risk.

Influenza vaccination is the most effective way to prevent the flu and, contrary to a common myth, the flu vaccine does not cause the flu. This year’s flu vaccine provides protection against the influenza A and B viruses that are most likely to circulate in the upcoming season.

Flu shots will be offered Mondays and Fridays at Employee Health Services from 1pm to 3pm. See the [schedule](#) for dates, plus information on other sites and times.

If you cannot take advantage of the County program, we encourage you to seek vaccination in the community at the many locations offering vaccination. Many county health plans provide members free flu vaccination contact your health plan or health care provider. You can find locations of nearby pharmacies that provide flu vaccination at <http://flushot.healthmap.org>.

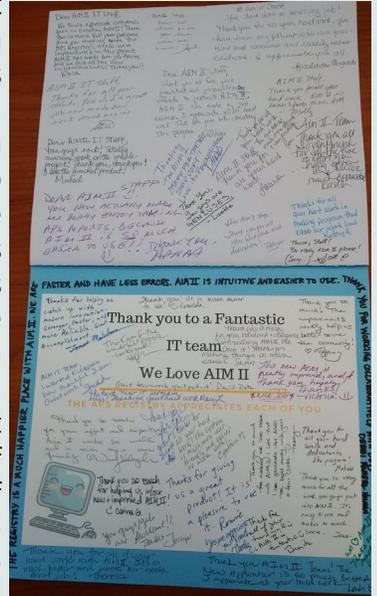
BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



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.

Information Technology (IT) Department, Administrative Services Division

In the June edition of SSA Today, there was an article written about the great collaboration between Adult Protective Services staff and SSA's IT staff. Staff members from both teams collaborated to create a new database called AIM II. This database 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. Recently, APS staff took the time to send IT staff a thank you card for creating a database that is easy to use, and meets the needs of the department. APS staff would like to thank all of the IT staff involved in making the AIM II database a reality!



Teresa Trujillo, Buyer II, Administrative Services Division

Recently, AM I Georgetta Vlad received these kinds words of appreciation from AM I Ruena Wood regarding the exceptional work of Buyer II Teresa Trujillo:

"I would like to let you know how much I appreciated Teresa Trujillo's patience and kind assistance. She is truly a wonderful and an ideal partner to work with. She expedited our request for the WE CAN Coalition Child Care Toolkit cards which will meet our business needs on time. With her help, these materials will be available timely for our all-Coalition Quarterly breakfast meeting this September. Your team is fortunate to have Teresa's invaluable attitude toward helping others. Teresa's 'CAN DO' attitude is a reflection of the other members of your team. They will always respond promptly to

help others regardless of what time it is or how much workload they have. These are the ideal work ethics and professionalism that prevail in your team! May these exemplary values be the model for all SSA employees!"

Sabrina Blizzard, Senior Social Services Supervisor (SSSS), Administrative Services Division

SSSS Sabrina Blizzard received these kind words of appreciation from SSSS Carol Kubota regarding a recent presentation:

"Thank you for your informative presentation of the Quality Support Team (QST) of SSA. I know several of our participants, including the experienced workers benefitted from your presentation-I believe they now understand the importance of accurate and consistent documentation; and the role QST plays in helping them avoid liability (always a good goal). We appreciate the time and effort you took from your very busy schedule."



BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



Sandra Mastrud, Social Services Supervisor I (SSS I), Administrative Services Division

Recently recognized by her colleagues at Training Career & Development (TCD), SSS I Sandra Mastrud, was presented the impressive title of *“Employee of the Quarter”* and received TCD’s Total Customer Dedication award for her consistent top notch work both inside and outside of the classroom. Sandra demonstrates unique talents and resourcefulness in working with her peers, students and the community. These are some comments from her peers:

“Sandra Mastrud understands the importance of delivering high quality trainings and also takes the initiative to pursue opportunities for professional growth which she then shares with her peers and students.

“The splendid display of performance-based professionalism, work ethic, attentiveness, cohesiveness, and leadership proficiencies demonstrated by Sandra set the standard for valuable and outstanding customer service.”

Lucila Torres, Social Services Supervisor I (SSS I), Administrative Services Division

SSS I Lucila Torres recently received these kind words of gratitude from Administrative Manager I, Rosa Rico:

“I wanted to take a moment to acknowledge Lucila. Earlier today along with a co-worker, I called Lucila and asked her some general questions relating to the overpayment collection process. The information was necessary as my co-worker from Procurement Services was in the middle of finalizing a process that required the critical yet not totally known information. Lucila took the time to explain in general terms the process of a collection process depending on whether we are dealing with a Fraud vs. Non-Fraud process. It was insightful, but more than anything, I wanted to bring to your attention Lucila’s patience and professionalism.”



Martha Santos-Alvarez, Administrative Manager I (AM I), Administrative Services Division

AM I Martha Santos-Alvarez recently received words of appreciation for her assistance regarding SARC’s lobby expansion from Administrative Manager I, Kiet Nguyen:

“Martha has been a tremendous help in addressing SARC’s Lobby Concierge B Expansion. She promotes action, allows for input and keeps us up-to-date with constant contact for all of our concerns. On behalf of SARC’s management team, we truly appreciate her assistance!”



BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



Luz Ralston, Social Worker II (SW II), Family Self-Sufficiency & Adult Services

SW II Luz Ralston recently received these kind words from a Welfare-To-Work participant:

“With the help of the County worker, Mrs. Ralston I found a good job at Mesa Garage Doors. I appreciate her help to teach me to be a better role model for my son.”

Vivian Pho, Social Worker II (SW II), Family Self-Sufficiency & Adult Services (Not Pictured)

A client recently submitted a thank you note about the excellent service they received from SW II Vivian Pho :

“I would like to thank you, most sincerely, for all of the help you have given me. Without your hard work on my case, I would not have been able to finish the school and get into the Nursing program. Once again, thank you for everything.”

Israel De La Cruz, Social Services Supervisor II (SSS II), Family Self-Sufficiency and Adult Services

Congratulations to SSS II Israel De La Cruz who was recognized as the CFS Employee of the Month for August. Here is an example of Israel’s selfless work:

“Israel De La Cruz, who has been here over twenty years, his morale and devotion, has not strayed. He demonstrates the importance of holding high standards; not only for himself, but for the team he leads. This is of the utmost importance, as he remains true to himself and is an exemplary team player. His integrity is strong and prides his works by internal moral values, all while keeping a compassionate and welcoming demeanor. Israel does not go with what is convenient, he follows what is right. His resilient work ethic motivates us to strive to be our best. He encourages us to step out of our comfort zone and shine with excellence. Even when we are unsuccessful, he remains compassionate and encouraging. In testing times, audits, numerous reports, and the ever changing processes, Israel has remained fluid and an example we can follow.”



Debbie Rangel, Continuing Employment and Eligibility Specialist (CEES), Family Self-Sufficiency & Adult Services (Not Pictured)

CEES Debbie Rangel recently received these kinds words of appreciation from a client:

“Thank you so much. You have been awesome to work with and thanks for your hard work and dedication - I don't know where me and my family would be without your help! I am eternally grateful and glad that we can stand on our own two feet now without cash aid, even though we appreciated it so much! Hope you have a blessed day!”

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



Norma Lampa, Intake Employment and Eligibility Specialist (IEES), Family Self-Sufficiency & Adult Services

Recently, IEES Norma Lampa received the following thank you note from a client:

“Thank you for the excellent service you rendered. The effort and patience you provided enabled me to completely understand the program. Your compassion made me feel comfortable and you made me feel that our needs matter and that I don't need to be embarrassed about our current situation. I just want you to know you are truly appreciated and I'm grateful that you were assigned my case. I wish you more success and a long happy life so you can be more help to others.”

Mary Barrett, Continuing Employment and Eligibility Specialist (CEES), Family Self-Sufficiency & Adult Services

CEES Mary Barrett received these kinds words of gratitude from an appreciative client:

“[my] child was able to attend a field trip due to Mary processing a child care plan on the same day. Thank you for being so helpful and instrumental in making this happen, and I can't thank you enough. You single-handedly restored my image of the Laguna Hills Social Service office for going above and beyond to really make a difference.”



Janice Murguia, Social Services Supervisor I (SSS I), Family Self-Sufficiency and Adult Services

Recently SSS I Janice Murguia received these kind words from PDX Facilitator Dede Dammann for her contributions during the PDX course:

“Janice is very “present”, focused, curious and highly participatory. She contributes to classroom and table group conversations. She is the first to offer to read out loud and is attentive to everything going on in the classroom. She has been like this since Day 1 of PDX and I consider her to be an exceptional student. Janice demonstrated leadership and courage by volunteering to role-play in front of the class. To me, this is exemplary leadership behavior. The best part of it all was Janice’s openness to learn from other leaders in the room and her willingness to take a risk in order to grow professionally. She facilitated learning by engaging her classmates with conversations around “best practices”. I am encouraged to meet someone

like Janice. She cares about the work she is doing and cares about the people around her. I am so grateful to get to know her better and for the fact that she is a leader in our County.”



BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



Sally Monsoor, Senior Social Worker (SSW), Kathryn Dang, Continuing Employment and Eligibility Specialist (CEES), and Maria Taman, Social Worker II (SW II), Family Self-Sufficiency & Adult Services

SSW Sally Monsoor, CEES Kathryn Dang, and SW II Maria Taman recently received these kind words of gratitude from an appreciative client:

“I’m writing this letter to share my family’s success story, and how I wouldn’t have been able to achieve it without the help and support of those phenomenal social workers in the Orange County office of Social Services, located on Chip Ave, Cypress. These three workers, Sally Monsoor, Kathryn Dang

and Maria Taman are my “three Charlie’s Angels” who gave me their help and support during my journey of success. I can tell they do their job with passion to help people in need. I felt I had to share my story in order to thank all the amazing social workers who stood by and fully supported me and my family, and we’re definitely going to serve our community with the same passion and care that we have received. Simply put, we are so proud to be part of this community.”

Thank you!

SSA PROMOTIONS	DIVISION KEY	
	ASD	Administrative Services Division
	AP	Assistance Programs
	CFS	Children & Family Services
	FSS & AS	Family Self-Sufficiency & Adult Services
Employee Name	Title	Division
BAETZ, DEBRA	EXECUTIVE MANAGER	FSS & AS
BLANSETT, GAIL	ADMINISTRATIVE MANAGER I	ASD
CARMONA, ERIKA	SENIOR SOCIAL WORKER	CFS
ENGLISH, LOAN	ADMINISTRATIVE MANAGER II	FSS & AS
GARCIA, SONIA	SENIOR SOCIAL WORKER	CFS
HONCH, COLLEEN	ADMINISTRATIVE MANAGER II	CFS
LOWE, JESSICA	SENIOR SOCIAL WORKER	CFS
NASLUND, JAMIE	SENIOR SOCIAL WORKER	CFS
ORTIZ, JESSICA	INFORMATION PROCESSING TECHNICIAN	CFS

SSA PROMOTIONS

DIVISION KEY

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

Employee Name	Title	Division
RODRIGUEZ, CHRISTIAN	WAREHOUSE WORKER II	ASD
SANTOS, ANGELA	ADMINISTRATIVE MANAGER I	CFS
SEBASTIAN, LIZETH	SENIOR SOCIAL WORKER	CFS
VAIFALE, GEORGINE	INFORMATION PROCESSING TECHNICIAN	CFS

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



CONNECT WITH US!



Twitter:

www.twitter/OrangeCountySSA



Facebook:

www.facebook/OCSSA1

SSA Today is distributed monthly by the SSA Strategic Communications Team and is published by the SSA Today Newsletter Committee. To contact the Committee:

Marco Rodriguez-SSA Today Coordinator:
SSAToday@ssa.ocgov.com

Do you have questions or comments for the SSA Executive Team? Email your questions, comments or suggestions to: directorscorner@ssa.ocgov.com