

OCSSA TODAY

DIRECTOR'S CORNER

By Debra Baetz



I hope you are having a wonderful summer! It is an incredible honor for me to be appointed as your SSA Director. I have enjoyed nearly 29 years at this impactful Agency and am looking forward to what our future holds. I believe that SSA is an amazing force for good in our community and that you are the reason we are able to make a positive difference to those we serve.

As is the norm in our field, we are undergoing many changes – but all of these changes will help us to continue to enhance our service delivery and meet the needs of our community. We are currently putting into action wide sweeping changes under the Child Welfare Continuum of Care Reform, working to apply a new service delivery model under CalWORKs 2.0 later this year, and have two new innovative statewide systems coming on board soon: our new eligibility system, CalSAWS, and CWS-CARES for child welfare case management. And those are just a few of the many changes and challenges headed our way! I am confident that we will be successful in implementing these new initiatives and that we will also continue to provide consistently exceptional service and support to our clients during these major transitions.

I'm looking forward to our journey together in our continued commitment to serve our community.

SSA HOLDS FIRST EDUCATIONAL FAIR



On June 21, the first ever Educational Resource Fair was held at the Delhi Community Center in the City of Santa Ana. Over 200 SSA staff attended the fair, connecting with representatives from 12 different colleges and universities. Additionally, SSA, Human Resource Services (HRS), and university staff conducted "mini-versity" presentations covering the topics of financial aid, Educational & Professional Reimbursement Program (EPRP), HRS

recruitment process, and Educational Advisory Program (EdAP). Fair attendees were also able to enjoy a food truck and raffles for prizes! Eligibility Technician Pamela Arellano commented, "I found it very insightful learning about the programs available at the various colleges. I discussed my career goals with several representatives, asked questions and got the support I needed. Thank you to all the team members that put this together!" (Continued on page 9)

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SSA SPOTLIGHT: EXCELLENCE IN SERVICE

EDUCATIONAL ADVISORY COMMITTEE

Marian Wright Edelman, Founder and President of the Children's Defense Fund, once said, "Education is for improving the lives of others and for leaving your community and world better than you found it."

The Educational Advisory Committee (EAC) began meeting in August 2016 with the common goal of developing a program to support and assist SSA staff wishing to pursue their higher education while continuing to work full-time. Research indicates that employees with bachelor, master or doctorate degrees gain increased opportunities for promotion within the agency. In order to better understand the educational desires, challenges, and goals of SSA staff, EAC developed and conducted an agency-wide survey in March 2017 that resulted in over 1,500 responses. The survey indicated that over 60% of staff were interested in pursuing a higher education. Furthermore, SSA staff wishing to pursue their higher education could benefit from support that would enable their success and better prepare them for promotional opportunities or new roles/program assignments, in alignment with SSA's efforts for succession planning and staff retention.

Almost two years after EAC's first meeting, the Educational Advisory Program (EdAP) was officially launched after receiving support from our agency's Executive Team. EAC developed EdAP as a way to leverage employee resources



*Pictured from left to right: Vanessa Cazares, William Vincent, Brenda Wilson Codispoti, Alicia Olvera-Martinez, Rosa Rico and Julie Combs
Not pictured: Alix Kaainoa-Thomas, Jose Garcia and Miguel Lopez*

to mentor, support and facilitate a positive experience among staff who are attending academic programs while concurrently working.

On May 23, 2018, the EdAP Orientation was held, with an inaugural cohort of 35 participants interested in pursuing their higher education and 29 coaches providing support. Coaches consist of SSA staff who have volunteered to advise, direct and encourage participants in their quest to pursue their academic aspirations. Coaches also offer experience balancing the real-life challenges of school, work and family.

On June 21, 2018, EAC successfully organized SSA's first-ever Educational Resource Fair, in collaboration with Learning and Organizational Development as well as the Recruitment divisions of Human Resource Services. The fair was enthusiastically received by over 200 attendees who were able to connect with 12 different partnering colleges and universities during the event.

To view resources for Educational Coaches and Participants, articles about managing work-life balance, list of educational partners and much more, staff may visit the Educational Advisory Committee's EdAP resource site on the SSA Intranet at [http://ocssa/intranet/Administrative/Educational Advisory Program EdAP](http://ocssa/intranet/Administrative/Educational_Advisory_Program_EdAP). If you have any questions about the EAC or EdAP, please feel free to send an email to the EdAP Inbox at edapinbox@ssa.ocgov.com.

Thank you to the Educational Advisory Committee for focusing on the educational needs of our staff and congratulations on being recognized as the SSA Spotlight for July 2018!



Pictured: SSA staff attending the Educational Resource Fair



MEET SSA'S LEADERSHIP DEVELOPMENT TEAM

Name: Lorraine Daniel

Title: Deputy Division Director, Family Self-Sufficiency and Adult Services

Areas covered in your position: Family Self-Sufficiency/Divisional Operations and Regional Services

Years of Service with the County of Orange: Over 29 years

Divisions worked/previous experience: I started my career with SSA as an Eligibility Technician in the Aid to Families with Dependent Children (AFDC) program at the old Homer Street facility. This was a cool facility as it was an old courthouse and our breakroom was an old holding cell. Throughout my career, I held various positions while attending school to further my education: Employment and Eligibility Specialist, Eligibility Supervisor, Social Services Supervisor I and II, and Administrative Manager I, II, and now III. As an Administrative Manager, I had the privilege of working in both the Family Self-Sufficiency and Assistance Programs divisions, overseeing various eligibility programs: CalWORKs, Welfare-to-Work, Medi-Cal, CalFresh, Foster Care, Adoptions Assistance Program, and Kinship Guardianship Assistance Payment Program.



Pictured: Lorraine Daniel in her '48 Fleetline Chevy

Fun fact about you (hobby, favorite food, movie, sports team, etc.): I enjoy cooking, taking long walks on various hiking trails, and spending time with my family. My favorite food is anything cooked on a teppanyaki grill! I love hibachi chicken, steak, shrimp and fried rice. Yum! My husband and I love old cars and participate in a lot of car shows and fundraisers. On Sunday afternoons, I look forward to taking drives in our 1948 Fleetline Chevy!

Professional development tips for staff: Let me start by saying: The County has many opportunities; do not be afraid to try new things. Force yourself to get out of your comfort zone, look for opportunities to expand your skill sets, and learn something new. Don't stop using your skills – or expanding your skills – after you get the job; be forward-thinking and continue to grow your skill set. Take advantage of the County's Educational and Professional Reimbursement Program! An Associate's degree is pretty much covered under this program regardless of your labor group and the County has several agreements with various colleges to reduce the cost for either a Bachelor's or Master's degree! Remember, the County of Orange values the growth of its employees. It may take some time, dedication, and persistence, but investing in YOU is worth it!



Pictured: Scott Burdick

Name: Scott Burdick

Title: Deputy Division Director, Children and Family Services

Areas covered in your position: Intervention and Prevention Services-Child Abuse/Adult Abuse Registry, three Emergency Response (ER) Programs and Family Maintenance Collaborative Services (FMCS)

Years of Service with the County of Orange: 22 years

Divisions worked/previous experience: Children and Family Services-Special Programs Continuing Court, Intake and Investigations (Now Specialized Family Services), Court Services Intake and Conditional Release to Intensive Services Program (C.R.I.S.P.), Best Known Practices, Child Abuse Registry (CAR), Emergency Response, Permanency Services Program (PSP), Families and Communities Together (FaCT), Resource Development and Management (RDM) and Tustin Family Campus (TFC)

Fun fact about you (hobby, favorite food, movie, sports team, etc.): I play bass and sing in a band called Yesterday's News that includes current and former members of SSA. I am also a HUGE Anaheim Ducks fan! (Continued on page 4)

(Meet SSA's Leadership Development Team, continued from page 3)

Professional development tips for staff:

- Be firm about your goals and flexible about your methods
- Be humble...ALWAYS
- Remember that you never know someone's experience like they do
- Giving a little extra often does not take much energy, but means a lot to those that receive it
- Adversity sparks growth
- Challenges are opportunities to do something different
- It is not your words that define you, it is your actions

SSA RECEIVES COMMENDATION FROM ALISO VIEJO

On June 19, 2018, SSA received a commendation from the City of Aliso Viejo for its support in the County's response to the Aliso Fire which occurred on Saturday, June 2, 2018. Administrative Managers Delcie Hynes and Diana LaRusso from the Emergency Management (EM) Team led the effort in coordinating the assistance of trained SSA responders in providing hotline support that day due to evacuation orders resulting from the fire. According to Mrs. Hynes, "I saw fire helicopters from an afternoon BBQ and began monitoring OCFA (Orange County Fire Authority) social media outlets for news of what was occurring. Once a fire was confirmed, I contacted the County EOC (Emergency Operations Center) to see if any support was needed. SSA EM was in coordination with the County EOC, the Emergency Managers for the cities of Aliso Viejo and Laguna Beach as well as our partners at the American Red Cross to ensure sheltering needs were being met."

Ms. LaRusso further added, "The prompt response of our SSA volunteers speaks to their readiness and confidence to perform the job. They are true stars, and we appreciate their expertise and availability in times of crisis." Thank you to the Emergency Management Team's leadership, quick action, and collaboration with fellow agencies and community partners in answering the call during the Aliso Fire Response, and to our trained SSA responders for ensuring that the public received accurate and timely information during the mandatory evacuation of over 2,100 homes! View the full commendation letter [HERE](#).

Thank you to the staff who responded to the EOC: Loan Vo, Mayra Wheeler, Jose Villasenor, Rocio Fregoso, and Rachel Paul! Additional thanks to the staff who provided support on standby: Crystal Floyd, Alex Alluin, Roberta Papa, and Walter DeAzambuja.

UPDATE ON EMAIL RETENTION

Changes regarding email retention are coming soon in order to comply with the CEO's new [County Records Management Policy](#). These changes will significantly impact your Personal Storage Folders (PSTs).

In preparation for these changes, it is critical that all SSA staff begin deleting any unnecessary email messages from your Outlook Personal Folders (PSTs). Outlook PSTs will soon be modified to no longer allow email storage and will eventually be deleted. Information Technology (IT) has been presenting information regarding the new email retention changes at roadshow meetings throughout SSA. In addition, as a result of the feedback received by staff during the roadshows, they have also created an [FAQ](#) sheet as a resource with commonly asked questions.

Additional information will be shared with all staff as it becomes available regarding these changes, and to offer additional hints and tips. If you have any questions regarding the policy or this message, please email EmailRetention@ssa.ocgov.com.



TIPS TO TRANSFORM WRITTEN COMMUNICATIONS

By Alyson Piguee, Administrative Manager II, Agency Administration



Writing: a thrilling task for some, but daunting for many. How many of us dreaded having to write papers in school? I know I did. And yet, now I am a member of SSA's Strategic Communications, Legislation, and Policy Team – which means that I write... a lot. After years of painful essays, I have finally found my passion for writing. The awesome thing about my position is that I get the opportunity to share the needs and accomplishments of the agency, showcasing our staff and the communities we serve through written communication. I get to write many different types of pieces: articles for the newsletter, talking points for executives, memos to the Board of Supervisors and County Executive Office, Agenda Staff

Reports to explain the need for a particular contract or service, social media posts, and the list goes on. Looking back, it is important to share that my writing has improved significantly because of my role here at SSA. I have had the opportunity to write a variety of different pieces and receive collaborative input from folks across the Agency; and, because of that, I know that I will continue to learn and my written communication skills will continue to improve.

For many of us, writing is a normal part of our daily job responsibilities: emails, court reports, case narrations, contracts, and policies, to name a few. For others, as you progress in your career, you may find that writing becomes part of your regular job duties. With that in mind, I wanted to share a few tips for how to approach and improve writing skills:

- Know your purpose. Is this an informational briefing? Are you trying to influence someone to do something? Make sure you clearly demonstrate the intent of your message.
- Know your audience. Who are you trying to influence? Who needs to know the information? Knowing who your audience is will help identify the tone of the piece.
- Tell your story. Use appropriate tactics depending on the type of document: can the tone be conversational? Can you use metaphors? Can you tie in authority (quotes from experts, etc.)?
- Make it understandable so that someone with no background on the issue would be able to understand your purpose and make an informed decision.
- Proofread! Edit! Ask someone else to review and provide their feedback. I cannot stress this enough. The professionalism of your piece is enhanced when you are grammatically correct. Spell check should be your best friend – but it won't catch everything. Sometimes we compose pieces and accidentally leave out entire words; I often don't even catch it when I'm proofreading because my brain automatically inserts the word I thought was there. Have someone, or multiple people, be your extra set of eyes.
- Practice, practice, practice. The first draft is probably never going to be the final draft – and that's ok! Find creative ways to practice: Have an idea for how to make our business processes more efficient? Craft a formal memo to your supervisor with your recommendation and implementation plan. Have an idea for a story in SSA Today or a social media post? Draft up the piece and work with your supervisor and/or team to move it forward.
- Review available resources or take a workshop or a class on business writing or creative writing. The County occasionally offers these classes and has provided a quick link to some tips: [Business Writing Made Simple](#)
- Outlines are incredibly helpful. I often experience writer's block and have a hard time getting started. By jotting down some bullet points on issues or topics I want to address, I then am able to develop the structure of the piece and can start to fill it in with narrative.
- Enjoy the process! Writing is a wonderful creative outlet for us to communicate; we can share our thoughts, make recommendations, tell a story... the sky is the limit!

For additional resource information, please check out the Written Communication tools in the Communication box: <https://ocgov.sharepoint.com/EmpCentral/PersonalDev/emplearn/Pages/OnlineResouceCenter.aspx>

ORANGEWOOD SOFTBALL TOURNAMENT

On June 22, children and staff at the Orangewood Children and Family Center (OCFC) participated in the first OCFC Softball Tournament. This full-day event was spearheaded by Group Counselor George Nichols with the help of fellow Orangewood staff. In addition to softball, a variety of activities took place simultaneously throughout the day including swimming/pool games, baking classes, arts and crafts, music as well as a lunchtime barbecue.



Pictured from left to right: Dustin Gerard, Amanda Henry, Denise Boyd, and George Nichols



EBT CUTOVER



On June 24, the Electronic Benefit Transfer (EBT) statewide system successfully transitioned from the previous vendor, Conduent, to Fidelity Information Services (FIS). This transition, called the EBT Cutover, was a highly coordinated, detailed project spearheaded by Jaya Limaye and Monique Benavides from the Financial Systems Coordination team beginning in April 2017. The project required advanced planning, preparation and collaboration with multiple Agency programs to ensure a smooth system transition and mitigate any challenges to clients due to the scheduled statewide outage that was required in order for the cutover to

succeed. For 24 hours, all EBT cardholders across the state of California were unable to access their benefits due this transition. Although this project encountered a few challenges along the way, the overall success of this effort was highlighted by continued timely benefits and card issuances as well as uninterrupted service for clients immediately following the cutover on June 25.

Please congratulate and thank Jaya Limaye and Monique Benavides from the Financial Systems Coordination team, as well as the staff in Assistance Programs, Family Self-Sufficiency & Adult Services, Accounting, Information Technology/Systems Support Team, and the Strategic Communications, Legislation, and Policy Team who played an active role in the success of this transition. Their collaborative teamwork and contributions were critical in making the EBT Cutover seamless!

AUGUST IS ELIGIBILITY PROFESSIONALS MONTH

Next month has been designated as Eligibility Professionals Recognition Month! Please be sure to join SSA's leadership in recognizing the efforts of this group of dedicated individuals and thank them for all of the work they do to assist the residents of our county!



STORIES FROM THE FIELD

“Stories From the Field” highlights significant and impactful examples of employee interactions with the communities we serve. These stories will display the ways staff make a meaningful difference by illustrating what it means to be a public servant. If you have a story you would like to share, please email us at SSAToday@ssa.ocgov.com.

Children and Family Services (CFS) Senior Social Worker (SSW) Michael West was recently recognized by Senior Social Services Supervisor (SSSS) Leslie Gould for his dedication and perseverance on one of his client’s cases. His case involved a Non-Minor Dependent (NMD) who had experienced a history of abuse, disorder, and homelessness, among other issues. Despite Michael’s persistence that his client remain in Extended Foster Care (EFC), the client repeatedly requested his case to be closed. Also referred to as Assembly Bill 12 or AB12, EFC allows for current dependents or wards of the Juvenile Court to continue to have an open Social Services or Probation case and re-enter foster care up to age 21 if certain conditions are met. EFC provides housing, employment, educational and funding support.



Pictured: Michael West

Based on the client’s wishes, Michael therefore recommended to the Court to terminate dependency; however, he made an effort to meet with the client “one more time.” This meeting included taking the client to shop for tools to use at a construction job as well as to shop for new clothing, including a suit, to wear to job interviews. At the end of their time together, the client decided to change his mind and agreed to keep his case open, allowing Michael to change the recommendation to the Court.

Furthermore, the client personally thanked Michael for the time they spent together and for not giving up on him. According to Ms. Gould, “I just wanted to highlight one of the many ways that Michael goes the extra mile for his clients. To get a call for something POSITIVE doesn’t happen every day! Congratulations, Michael!!!” Administrative Manager II, Jaime Munoz added that this “is an inspiring message about the potential we each hold to change life trajectories for good.” Children and Family Services Deputy Division Director, Ken Santini also shared, “It’s these kinds of intentional actions that can make all the difference in a person’s life.”

ASIRT CELEBRATION

On June 21, a celebration was held to recognize past and present members of the Family Self-Sufficiency Advanced Specialized Intensive Review Team (ASIRT).

ASIRT began in May 2013 with the goal of increasing the overall Welfare-To-Work Participation Rate (WPR) by providing intensive case management to the cases that appeared on the Temporary Assistance to Needy Families (TANF) Welfare-To-Work pre-review list forwarded by the California Department of Social Services. Over a period of 5 years, with the help of ASIRT, the New Service Delivery Model, and many other initiatives and strategies, our county’s WPR rates saw an increase from 18.1% to 43.2% for all families and from 21.4% to 52.9% for Two-Parent families. This is wonderful news!



*Top row: Frank Huynh, Greg Zamarripa, Melissa Say, Graciela Riadigos, Angela Tober, Kelly Le, Carmen Zaragoza, Elizabeth Mikkelsen, Mindy Le
Bottom row: Teresa Pantoja, Melinda Martinez, Gina Huizar, Teresa Lopez*

With the roll out of TANF training to all Case Managers (CMs), there is no longer a centralized group responsible for managing the TANF cases. Now all CMs within Family Self-Sufficiency will have the opportunity to continue the efforts pioneered by ASIRT!

GIS CONFERENCE



Top row: Venkata Kosuri, Lam Vu, Thomas Cho, Adrian Llamas, Saul Viramontes, Iadira Morales, Corina Ortega, Oswaldo Perdomo
Bottom row: Vipul Bhavsar, Mario Murillo, Kiet Hung Nguyen

On July 11, members of the SSA Geographic Information System (GIS) Committee had an opportunity to attend the International ESRI GIS conference held at the San Diego Convention Center. ESRI is the company that developed and manages the ArcGIS software, which our County uses for GIS projects. GIS is a framework for gathering, managing, and analyzing data rooted in the science of geography. What does this have to do with SSA? Mapping our client data allows us to further our analysis in making sound business decisions to serve the community. Throughout the past couple of years, the GIS committee, comprised of a cross-section of representatives from each Division, has been working hard to learn as much as possible about GIS and discover uses for the organization. Some of the completed projects in use today at SSA are several “find near me” web-based applications for the public to locate the nearest SSA office for services, available restaurants for the Restaurant Meals Program, and Families and

Communities Together (FaCT) Family Resource Centers (FRCs). The team has also integrated the ability to map client cases and provide shortest routing directions for social workers in the Assessment Intervention Management II (AIM II) application. GIS is currently being used in our agency’s Business Intelligence reports as well as many “story” maps about the services we offer. A great deal was learned from the ESRI conference, including how GIS can help with the homeless crisis along with how to map the facilities and assets within SSA. The Committee has just begun to scratch the surface of GIS’ potential and the capabilities it is able to perform for SSA and our clients. If you have any questions about GIS or the Committee, please feel free to contact any of the above-pictured representatives for additional information.

DID YOU KNOW?

Within the Administrative Services Division, the Program Integrity department has a dedicated Appeals team that represents the County’s position on actions (or inactions) taken by the eligibility and social workers for its many programs, including: CalWORKs, CalFresh, Medi-Cal, Welfare-to-Work, In-Home Supportive Services (IHSS), Resource Family Approval (RFA), Foster Care, Adoption Assistance Programs, Kin-GAP, Administrative Disqualification Hearings (ADH) and General Relief (GR).

Appeals processes typically include reviewing case records and contacting claimants and other collateral sources in order to identify issues in dispute. Appeals Representatives (Social Services Supervisor I’s, or SSSI’s) interpret complex State and Federal regulations to determine if regulations were properly implemented, as well as communicate with different levels of staff and management, representatives from the State and other counties, and claimants and their representatives to explain regulations. A Statement of Position (SOP) is prepared by the Appeals SSSI if the issue cannot be resolved prior to the hearing. They assume full responsibility for presenting the County’s case to the Administrative Law Judge (ALJ) including addressing any questions that may arise. Follow-up is done to ensure that negotiated agreements, stipulations and compliances are met.



Top Row: Azael Prendez, Luz Vergara, Theresa Herrera, Ed Crow, Edja Kurtovic
Bottom Row: Amy Whitaker-Irizarry, Dena Turrietta-Quevedo, Donna Garza, Mai Nguyen, Hilda Nunez, Kenia Quintana

By ensuring that benefits issued and received by the public are accurate, the Appeals team is able to stay aligned with the Agency’s mission “to deliver quality services that are accessible and responsive to the community!”



(SSA Holds First Educational Fair, continued from page 1)

Newly appointed SSA Director Debra Baetz, who was also in attendance, shared, "I was so excited to see how much energy and synergy was happening in that room. You could tell that those in attendance were really trying to explore what was best for them. What I walked away with is how important these types of events are for staff and how we need to be doing more of them." According to our Director, some of the college representatives remarked on "how engaged our staff (were), how they ran out of materials and were surprised by the volume of staff at the event. They said it was one of the best educational events they had attended."

A huge thanks to our Executive Team as well as HRS Learning & Organizational Development for their support and assistance towards the success of the Educational Resource Fair! Please enjoy some photos from the event below:



RESOURCE FAMILY RECRUITMENT AT OC PRIDE EVENT



Pictured: Elizabeth Hutchinson Cervantes and Geeta Karir

On June 23, Children and Family Services (CFS) Division Senior Social Workers (SSWs), Geeta Karir and Elizabeth Hutchinson Cervantes, shared valuable information about how to become a Resource Family in Orange County at the OC Pride event held in Santa Ana. As members of the Resource Family Recruitment and Training Team, Geeta, Elizabeth, and their colleagues attend various events throughout Orange County to raise awareness around the needs of children connected to foster care and encourage community members to become resource families. A Resource Family is described as an individual, couple, or family that wants to provide care to a related or unrelated children who are under the jurisdiction of the juvenile court, or

otherwise in the care of a county child welfare agency or probation department. Resource Families provide critical support, show compassion, provide a safe home and help children find the courage to hope for a better life. They are teachers, friends, role models, and heroes. If you are interested in learning more about how you can become a Resource Family, please call (888) 871-KIDS or visit oc4kids.com for additional information.



APS LAUNCHES COMMITMENT TO PROFESSIONALISM



*Pictured from left to right: Kimberly Holland, Reath Melendez, Christa Tipton, and Jessica Cho
Not pictured: Danielle Monarrez, Thuy-Thuong, and Rachel Vo*

Adult Protective Services (APS) proudly congratulates Senior Social Workers Jessica Cho, Thuy-Thuong Dang, Kimberly Holland, Reath Melendez, Danielle Monarrez, Christa Tipton, and Rachel Vo on completing the National Adult Protective Services Certificate Program. The National Adult Protective Services Association (NAPSA) recently piloted the program in an effort to support and strengthen APS programs throughout the nation by providing continued education and training in the field of adult protective services. The certification program consists of completing 23 core competency trainings along with other employment criteria. The social workers are amongst only a small group of social workers in the Southern California region to complete this certification. This is a remarkable accomplishment as these e-learning and in-person trainings must be

completed by the social workers within two years while they maintain a full caseload. Currently, there are over a dozen APS social workers actively working on completing this certification process. This is a voluntary certification program and, as each social worker progresses, they are demonstrating their level of commitment to increasing their knowledge and maintaining their professional competency to better serve elders and dependent adults within Orange County.

CFS COMMUNITY POTLUCK

On June 14, CFS staff gathered in the Eckhoff Annex Lunchroom for the first CFS Community Potluck. Organized by the CFS Spirit Committee, the potluck brought staff from CFS' many different programs together to enjoy some delicious food (including Secretary I Alma Nichols' homemade aguas frescas), music and comradery. Here are a few photos from the event!



CFS Spirit Committee pictured from left to right: Chris Hanson, Helen Lindsey, Alma Nichols, Jazmin de la Cruz, Jaime Muñoz, Katherin Lujan and Cheryl Douglas



SSA GRADUATES DURING FISCAL YEAR 2017-18

We would like to recognize all of our SSA staff who graduated with a degree during the past fiscal year from July 1, 2017 through June 30, 2018! Congratulations on your amazing accomplishment!

<p>SELENA ARBID, Social Services Supervisor I/FSS & AS Degree: Master of Public Administration Institution: California State University, Dominguez Hills Date of Graduation: May 2018</p>	<p>SHARA NGUYEN, Employment & Eligibility Specialist/ADMIN Degree: Master of Public Policy & Administration Institution: California State University, Long Beach Date of Graduation: May 2018</p>
<p>JOSEPH CARMONA, Administrative Manager I/AP Degree: Master of Public Administration-Organizational Leadership Institution: Brandman University Date of Graduation: June 2018</p>	<p>MARY NUNGARAY, Eligibility Supervisor/AP Degree: Bachelor of Science Institution: Springfield College Date of Graduation: December 2017</p>
<p>LILIAN CARMONA, Senior Social Worker/CFS Degree: Master of Public Administration Institution: California State University, Long Beach Date of Graduation: May 2018</p>	<p>ROSALINDA OCEGUEDA, Senior Social Worker/CFS Degree: Bachelor of Biblical Studies Institution: Calvary Chapel Golden Springs Bible College Date of Graduation: May 2018</p>
<p>AARON CORNEJO, Eligibility Technician/AP Degree: Bachelor of Arts-Criminal Justice Institution: Brandman University Date of Graduation: May 2018</p>	<p>SHANE PATEL, Senior Social Services Supervisor/CFS Degree: Master of Public Administration Institution: California State University, Dominguez Hills Date of Graduation: May 2018</p>
<p>ANTHONY CREWS, Administrative Manager I/AP Degree: Master of Public Administration Institution: Brandman University Date of Graduation: May 2018</p>	<p>RACHEL PEREZ, Office Technician/FSS & AS Degree: Associate of Arts-Liberal Arts, Arts, Humanities and Communication Institution: Santa Ana College Date of Graduation: May 2018</p>
<p>CHERYL ESTRADA, Eligibility Technician/AP Degree: Master of Social Work Institution: California State University, Long Beach Date of Graduation: May 2018</p>	<p>AIDA RODRIGUEZ, Eligibility Technician/AP Degree: Bachelor of Science-Human Services Institution: University of Phoenix Date of Graduation: October 2017</p>
<p>ELIZABETH FREYRE, Office Supervisor C/AP Degree: Bachelor of Arts-Psychology Institution: California State University, Fullerton Date of Graduation: May 2018</p>	<p>MAYRA SANTANA, Social Services Supervisor I/ADMIN Degree: Bachelor of Arts-Organizational Leadership Institution: Brandman University Date of Graduation: December 2017</p>
<p>MADELINE HERNANDEZ, Administrative Manager I/ADMIN Degree: Master of Public Administration Institution: Brandman University Date of Graduation: June 2018</p>	<p>LETICIA SCHEUERMANN, Social Services Supervisor I/ADMIN Degree: Associate of Arts-Liberal Arts with Honors, Arts, Humanities and Communications Institution: Santa Ana College Date of Graduation: May 2018</p>
<p>EMKAY LE, Senior Social Worker/CFS Degree: Master of Public Administration Institution: Brandman University Date of Graduation: May 2018</p>	<p>LUIS VASQUEZ, Social Services Supervisor I/AP Degree: Master of Arts-Psychology Institution: Brandman University Date of Graduation: May 2018</p>
<p>JULIANNE MESDARY, Social Worker I/FSS & AS Degree: Master of Arts-Clinical Psychology (Emphasis in Marriage and Family Therapy) Institution: Azusa Pacific University Date of Graduation: June 2018</p>	<p>WILLIAM VINCENT, Social Services Supervisor I/ADMIN Degree: Master of Public Administration Institution: California State University, Northridge Date of Graduation: August 2017</p>
<p>MELINDA MARTINEZ, Social Services Supervisor I/FSS & AS Degree: Master of Science-Law Institution: California Southern University Date of Graduation: December 2017</p>	<p>LEANNE YUASA, Staff Specialist/ADMIN Degree: Master of Public Administration Institution: California State University, Fullerton Date of Graduation: May 2018</p>
<p>MARIO MURILLO, Social Services Supervisor I/CFS Degrees: Bachelor of Arts-History & Bachelor of Arts-American Studies Institution: California State University, Fullerton Dates of Graduation: May 2018</p>	



July 30 - August 10
Summer Online Donation Drive



OPERATION

SANTA CLAUS

NEEDS YOUR HELP!

**Brighten The Day for a Child in Foster Care
or Family in Need With a Donation Online at
ssa.ocgov.com/volunteer/donations/OSC_donation**



**For more information or to make a donation of a new unwrapped toy,
please email or call us | operationsantaclaus@ssa.ocgov.com | 714-679-2438**
All donated items are for the benefit of OC foster children and families in need.





CONTINUUM OF CARE REFORM (CCR) MICROLEARNINGS

The Public Child Welfare Training Academy (PCWTA) developed a 5-part microlearning series to help you understand California's Continuum of Care Reform (CCR) and the state's effort to improve outcomes for children and youth in foster care.

Each segment lasts 3-5 minutes and will highlight a different aspect of the law and will get you one step closer to understanding how CCR impacts you, your practice and the families you serve.

The titles of the microlearnings are:

- CCR microlearning 1: What is CCR?
- CCR microlearning 2: Why is Teaming Important in CCR?
- CCR microlearning 3: What will CCR Provide to Youth?
- CCR microlearning 4: What are Core Services?
- CCR microlearning 5: Explaining CCR to Youth

To access these microlearnings, please click the link below:

<https://theacademy.sdsu.edu/programs/pcwta/continuum-of-care-reform/continuum-care-reform-microlearning/>

Certificate of Completion Instructions

- After completing the fifth microlearning, you will be asked if you would like to take a brief survey, i.e. **"Please click on the link to take a brief survey"**.
- After completing the survey, you will be asked if you would like to receive a certificate of completion and you will need to enter your email address.



BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



Rocio Fregoso, Eligibility Technician (ET)/Assistance Programs

Assistant Regional Manager Catherine Garrett from the Central Regional Office recognized ET Rocio Fregoso with the following words of gratitude:

"Thank you for the teamwork you exhibited on a very busy day at the MRV (Mobile Response Vehicle). You volunteered to apply and register cases when you noticed that there was only one Data Entry Technician available. Thank you for all that you do when you are working at the MRV."

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

Continuing EES Mary Barrett recently received the following note from a client who wished to show her appreciation for Ms. Barrett and the CalWORKs South Region office:

"Here at the Laguna Hills office has by far been the best experience. All the staff are very efficient. I have never had a problem with understanding my papers or reaching out to a member for help. If I could rate this building through all my experiences this would easily be a five star. Keep up the amazing work."



Guadalupe Beltran, Eligibility Technician (ET)/Assistance Programs (not pictured)

ET Guadalupe Beltran's supervisor received a call from a client expressing the following words of gratitude for the customer service that Ms. Beltran provided:

"Guadalupe was very patient with me and I appreciated the approach she took in answering my questions. Guadalupe showed a positive attitude and personality. I am glad that she assisted me today."

Shaoming Chang, Senior Social Worker (SSW)/Children and Family Services



SSW Shaoming Chang was recognized as CFS Employee of the Month for June 2018 and received the following words of recognition for expressing SSA's value of Respect/Excellence:

"Shaoming represents what all Senior Social Workers should strive to be. She has helped our program and so many other programs by going above and beyond her call of duty. She is a great representative of not just CFS but the County of Orange... We have had a few families that only spoke Mandarin and were having a difficult time and she was able to take time out of her schedule and full caseload to help and assist these families in understanding what needed to be done... Shaoming worked tirelessly & diligently to ensure these families didn't "fall through the cracks," because of a language/culture barrier. Because of Shaoming's work ethic, she has changed the life trajectories of these families for good."

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

Theresa Bordeaux, Shaida Nabai, Jose Covarrubias, Laura Bartik, and Anh Mohundro (not pictured)/Eligibility Technicians (ETs), Assistance Programs

ETs Theresa Bordeaux, Shaida Nabai, Jose Covarrubias, Laura Bartik, and Anh Mohundro recently received the following letter from a client:

"Please accept this letter with my deepest gratitude. Your wonderful staff did an amazing job to help me in my time of tragedy. They were a necessary bridge in my recovery, specifically: Shaida, Jose C., Laura, Anh, and Theresa. All are exemplary examples of getting me health care and food when my husband passed away; simultaneously, I was diagnosed with cancer and I had to move from my home. Your staff helped change my life. Thank you from the bottom of my heart."



SSA PROMOTIONS

EMPLOYEE NAME	CLASSIFICATION	DIVISION
AGUILAR, JUAN A	SR. OFFICE SUPERVISOR C/D	CHILDREN AND FAMILY SERVICES
ARANDA, DAISY I.	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
CAMINOS, ANNA	SR. SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
CHAVEZ, CHANTEL LYNN	ELIGIBILITY SUPERVISOR	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
CONTRERAS, CARLOS JAMES RODRIGUEZ	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
CORREA, MARGARITA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
CORY, PATRICIA ANNE	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
DES PRES, ALEX	SOCIAL SERVICES SUPERVISOR I	CHILDREN AND FAMILY SERVICES
GARCIA, MONICA A	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
GARRETT, CATHERINE MARY	ADMINISTRATIVE MANAGER I	ASSISTANCE PROGRAMS
GINEZ, YVETTE	GROUP COUNSELOR II	CHILDREN AND FAMILY SERVICES
GOMEZ, GUSTAVO ADOLFO	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
HANNA, DARCEY FRANCES	SOCIAL SERVICES SUPERVISOR I	AGENCY ADMINISTRATION
HUYNH, SOPHIA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
LE, EMKAY	SR. SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
NICOLAS, LILLY POBLETE	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
PASCUAL, LAWRENCE ASUNCION	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
PHAN, HUNG Q	GROUP COUNSELOR II	CHILDREN AND FAMILY SERVICES
RENTERIA, YESENIA J	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
RUVALCABA, JOSE ANGEL	GROUP COUNSELOR I	CHILDREN AND FAMILY SERVICES
SAENZ, JACQUELINE	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
SALAAM, RASHAD	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
VARGAS, LESLEY NICOLE	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
VILLAVICENCIO, MARIA D	SOCIAL SERVICES SUPERVISOR I	ASSISTANCE PROGRAMS
WILLIAMSON, ELIZABETH M	SR. SOCIAL SERVICES SUPERVISOR	CHILDREN AND FAMILY SERVICES
WRIGHT, APRIL DIANA	SR. SOCIAL SERVICES SUPERVISOR	AGENCY ADMINISTRATION

SSA EXECUTIVE MEET & GREETINGS

The SSA Executive Team looks forward to seeing you at your office this year at their annual Meet & Greet! To submit questions in advance of the Meet & Greet, please email the Executive Team at directorscorner@ssa.ocgov.com and indicate which Meet & Greet you will be attending in your email. Please see the schedule below for upcoming Meet & Greet:



AUGUST 2018

Location	Date	Time
Children and Family Services 744 N. Eckhoff, Orange Annex Auditorium	8/7/18	9:00 - 10:00 a.m.

LOOKING TO PROMOTE?

Please click on the link below to see the list of current job openings within the County of Orange:

<https://www.governmentjobs.com/careers/oc>



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Chi Pham - SSA Today Coordinator
SSAToday@ssa.ocgov.com

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