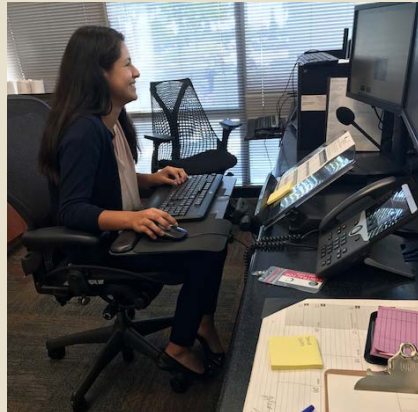


OCSSA TODAY

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

TEEN VOLUNTEER WORK EXPERIENCE PROGRAM COMES TO A CLOSE

SSA's unique Teen Work Experience Program, aimed at providing teens valuable work experience in a professional office environment, concluded on August 10. Many teens commended the program and appreciated the opportunity to participate. Some also expressed a sense of sadness to leave behind the supportive environment and staff who made them feel welcome. Various participating SSA sites graciously hosted 40 eager-to-learn and energetic teens who contributed over 2,200 hours of volunteer service during the six-week period. This year, approximately 100 teens from our community applied for the highly coveted volunteer positions. The demand was high and many prospective teen volunteers who did not get an assignment this year expressed that they would try again next year. Please enjoy some testimonials below from staff and volunteers who did have the opportunity to participate in this year's program:



Pictured: Teen volunteer Jennifer Benavides, supporting the Facilities and Emergency Management unit

"We enjoyed having the teen volunteers. They were a great group and worked very well with one another. We were able to show them the different components of our department as we received assistance with phone calls, data entry, letter mail outs, etc. Overall, it was a pleasant experience and we are very grateful to have had the additional assistance."

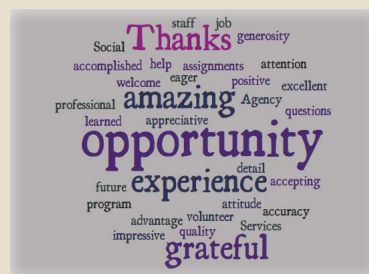
*-Andrea Ricks
Site Coordinator, In-Home Supportive Services (IHSS)*

"I felt that the quality of the candidates was good and they presented themselves professionally. They had very good computer skills and learned quickly."

*-Dianne Saylor
Site Coordinator, Laguna Hills Regional Center*

"I just wanted to thank you again for everything!! I am very grateful to be given the opportunity to work with such amazing staff!! This has been such an amazing experience for me!! I hope I am given the opportunity to work with you guys again!!"

-Volunteer, Task Force Processing Center (TFPC)



"Thank you for accepting me to the program and extending this opportunity to volunteer with Social Services Agency. I am deeply appreciative and have learned so much. Thank you!"

-Volunteer, IHSS

"Our volunteer did an excellent job during the SSA teen volunteer program. She approached everything with a positive attitude and was always eager to take on new assignments. She was especially impressive when she was given many different tasks and accomplished things with accuracy and attention to detail in a short work day. She asked good questions and picked up everything quickly, which was the biggest advantage for us. It was a pleasure working with our volunteer and I believe she has an amazing future ahead!"

*-Naomi Nakamura
SSA Accounting*

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In order to facilitate growth and learning, please consider hosting teen volunteers in your unit next year. The experience is mutually rewarding; SSA benefits from the extra help and satisfaction of enriching young lives and teens gain valuable work experience and life lessons, which prepare them for adulthood. For more information about the Teen Work Experience Program, please contact Jesse Guillen at (714) 825-3219 or jesse.guillen@ssa.ocgov.com.

SSA SPOTLIGHT: EXCELLENCE IN SERVICE

FSS CLERICAL LEADERSHIP WORKGROUP

Last fiscal year, Family Self-Sufficiency & Adult Services (FSS & AS) Division's CalWORKs program faced a significant decline in its budget. All FSS leaders were challenged with looking critically at current processes, enhancing customer service, and vigilantly identifying cost-saving measures to mitigate its budgetary deficiencies. The FSS Clerical Leadership Workgroup, comprised of Office Supervisors and Senior Office Supervisors representing each of the regional offices, initiated their brainstorming by looking carefully at processes and tasks completed by respective staff while meeting the needs of the clerical workforce. In July 2017, FSS clerical teams were commended in SSA Today for providing robust training to all divisional clerical support staff for the first time. This, in turn, helped to enhance awareness about the population served in the CalWORKs program. This first step was the kickoff and a big win for our clerical leadership.

There was no stopping this energetic team! The workgroup's next challenge was to define its goal as well as unifying mission and vision statements on the critical role that clerical staff play in supporting FSS:

Vision

Our vision is to create and establish efficiency in clerical services by taking pride in providing excellent customer service to our internal and external customers. We are committed to displaying a positive attitude, having compassion, and showing respect to every customer we encounter. It is our hope that the Social Services Agency (SSA) customers feel supported and valued throughout every interaction.

Mission

Working together to serve as the welcoming face of SSA to all citizens seeking assistance, we intend to provide excellent customer service efficiently and effectively to ensure individual needs are honored, met, and addressed.

Goal

Our goal is to continue to provide prompt, informative and caring services one customer at a time. We are committed to reaching our communal goal as civil servants by fully supporting both internal and external customers and each other.

Additionally, the workgroup set out key priorities, which included:

- Identifying ways to standardize clerical duties throughout all regions
- Maximizing resources in order to streamline for effectiveness, and incorporate technology
- Quantifying and prioritizing clerical tasks while working toward a streamlined process
- Looking for opportunities to provide more effective support to those we serve

In an effort to successfully secure buy-in from clerical staff, workgroup leaders met with their respective teams at each of the FSS Regional offices, identified streamlining ideas and put together the "A day in the life" guide for the clerical teams. Achieving the key priorities also opened the door for discussions about *partner-tasking* (tasks that lend themselves to being performed concurrently). These valuable discussions provided the framework for a uniform approach to clerical services and identified pathways to maximize clerical support for coverage at all FSS Regional offices.



From left to right: Keith Ruppel, Cyndi Garcia, Enrique Moreno and Dianne Saylor

The members of the clerical leadership team came together to help emphasize the importance of the clerical teams' role in customer service and taking action to break down the "silo" mentality, while providing quality services for all FSS Regional offices.

Significant achievements of the workgroup include:

- Creating, distributing, and responding to a survey for clerical staff to inquire what they wanted in their job to feel supported and valued
- Organizing store room supplies and forms, which led to cost saving proposals incorporated in other divisions
- Streamlining the reception process for dropped off documents using upfront imaging to immediately scan and send documents via email to eligibility and case manager staff
- Streamlining Foster Care Adoption Assistance Program letters
- Creating and distributing Foster Care pending and exception reports, and obsoleting redundant tasks in systems such as the Folder Tracking System
- Integrating centralized Intake and Continuing Boards to reduce silos and duplication of effort, as well as free up staff for other assignments
- Expediting appointments between clients and case managers using Outlook and clerical support to ensure strong client engagement in employment activities

The next steps for this leadership group are to continue:

- Utilizing technology to streamline processes based on survey responses
- Assessing and incorporating cost saving measures
- Motivating and developing staff in ways that support both the clerical team mission, vision, and goals as well as the Agency's mission, vision, and values

This group truly embodies the following quote by Mattie Stepanek, "Unity is Strength... when there is teamwork and collaboration, wonderful things can be achieved."

MEET SSA'S LEADERSHIP DEVELOPMENT TEAM



Name: Gail Araujo

Title: Deputy Division Director, Agency Administration

Areas covered in your position: Contracts, Procurement, and Human Resources

Years of Service with the County of Orange: 11 months

Divisions worked/previous experience: I started my career 20 years ago at the Department of Public Social Services (DPSS) in Los Angeles County as an Eligibility Worker in the CalWORKs program. I later worked as an Information Systems Analyst in Eligibility Systems, writing requirements for system modifications and enhancements, including Tribal TANF (Temporary Assistance for Needy Families), Medi-Cal Redeterminations, Cal-Learn, and CalWORKs Time Limits. In 2005, I began my long 12-year journey with the LEADER Replacement System (LRS) Project where I developed

a love for contracts (LEADER was the CalWIN system equivalent for LA county). I developed solicitation documents, oversaw the evaluation process, participated in negotiations, and took on a project management role during project planning and initiation. During my time with the LRS Project, I was promoted within LA County to Administrative Services Manager I and II. In 2014, I transitioned to Organizational Change Management where I recruited, trained, and provided oversight to the team responsible for preparing 14,000 users for the implementation of the LRS. After the successful launch of the LRS Pilot, I returned to contracts at LA County's Internal Services Department (ISD), where I maintained the contracting templates for the county, as well as providing county-wide training in contracting standards and policies. After a year and a half at ISD, I returned to the DPSS Communications Section where I oversaw internal and external communications, including marketing, branding, social media, and the Public Information Office. Finally, in October 2017, I joined the SSA family as a Deputy Division Director over Contracts, Procurement, and HR.

Fun fact about you (hobby, favorite food, movie, sports team, etc.): I love reading, singing, and planning parties! I love to do anything that allows me to use my creativity and imagination. I also love Mediterranean food and my dream is to one day visit Italy and Greece and gorge on olives, cheese and wine! But what I most enjoy is spending time with my husband and kids. I value family above all else and the memories we make together are my most precious possession.

Professional development tips for staff: What has served me best in my own professional development has been the relationships I have made along the way. I have been blessed with mentors that have dedicated time and attention to my professional growth. I have also been fortunate to work with peers that have motivated and encouraged me to strive for more, and to lead staff that have challenged me to be the best version of myself possible. It is definitely important to have education and diversity of experience if you want to advance professionally. This will give you the skills you need to succeed. However, the relationships you foster with managers, supervisors, coworkers, and subordinates will change and mold you at a much deeper level. Skills are important, but it is the relationships we will build that shape who we are at our core and make us great leaders.

Name: Ken Santini

Title: Deputy Division Director, Children and Family Services

Areas covered in your position: Child Family Team & Parent Leadership Program, Families and Communities Together (FaCT), Multi-Agency Family Partnership, Operational Support Services, Policy Development Unit, Resource Development & Management, Transitional Planning Services Program, and Tustin Family Campus

Years of Service with the County of Orange: 28 years

Divisions worked/previous experience: I worked in Children and Family Services for 14 years, starting my County career at Orangewood Children and Family Center in 1990, before transferring to SSA Human Resources. Eventually, I moved to Central Human Resources (HRS) and then returned to SSA to manage the Training and Career Development (TCD) department. (Continued on page 4)



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

Fun fact about you (hobby, favorite food, movie, sports team, etc.): I enjoy being a soccer dad on the weekends, activities with my family, outside activities, spicy foods (the hotter, the better), cooking, exercising, and keeping up with the Angels and sports in general.

Professional development tips for staff: Embrace opportunities to take on something new or unfamiliar. Learn and grow from each professional assignment and apply to the next. Diplomacy and teamwork go a long way; always work to enhance the team and serve the customer. Know the values of your organization and demonstrate them in your daily work.

CONTRACTING WITH COMMUNITY PARTNERS



Pictured: Kenny Rodriguez presents to potential partners at the Food Safety Advisory Council

SSA sometimes serves as a facilitator of community relationships rather than a source of direct service. The Family Self-Sufficiency & Adult Services (FSS & AS) and Assistance Programs (AP) Contracts Team, under the Administrative Services Division, puts this concept into practice each day as the connection between SSA Programs and local institutions, such as nonprofits, city governments and a variety of businesses, large and small. The recent work of FSS & AS and AP Contract Administrators illustrates how community partnerships encourage shared gains and broadened service reach.

Earlier this month, Restaurant Meals Program (RMP) Contract Administrator John Parr and CalFresh/General Relief Policy and Quality Assurance Manager Kenny Rodriguez presented to local restaurant owners at a Food Safety Advisory Council Meeting. John and Kenny explained that RMP allows elderly, disabled and homeless CalFresh recipients to use their EBT card to purchase prepared meals from partnering restaurants. This gives clients more options for hot meals and, in doing so, expands local businesses' customer bases. The program has gained well-deserved recognition for SSA; recently, the National Association of Counties presented SSA with an Innovation and Achievement Award for RMP implementation.

SSA also seeks out partnerships with other government organizations to better serve the County. Contract Administrator Carolyn Doan facilitates a partnership between the Agency and city-level governments with a focus on expanding Workforce Development services to the County's unemployed and underemployed. She explains, "Contracting with the Workforce Development Boards allows SSA to increasingly support CalWORKs participants throughout the County in obtaining and maintaining stable employment and achieving self-sufficiency". A wide range of professionals collaborate with SSA staff to offer employment services, such as on-site training and job coaching through the job application processes. Work Centers help to centralize and maintain a contact list of contracting parties involved in education, labor and community organization, which allows the deployment of specialized services to an expanded base.



Pictured: Mai Khanh Nguyen and Carolyn Doan work on contract expenditures

Senior Contract Administrator Rosa Rico oversees multiple contracts with partners that assist Orange County residents in applying for aid. Contractors involved in advocacy services assist County clients in clearing procedural hurdles when applying for and securing Housing Services, General Relief and more. Their services also help to benefit local businesses in expanding markets while also allowing the County and State to service a greater amount of people. In turn, the County is able to devote more staff hours to direct service.

As exemplified by the hard work of the FSS & AS and AP Contracts Team, SSA can overcome challenges through agreements with local institutions. These partnerships benefit the County and local partners through shared gains, further service reach and many other ways that will yield positive results for years to come.

EMPLOYEE EDUCATIONAL JOURNEYS IN SSA

AMY CHILDERS

Administrative Manager I (AM I)
Family Self-Sufficiency and Adult Services Division

TIP

Take it a day at a time, and don't give up!



I always wanted to pursue a Master's degree, but I didn't think I could go to school and work full-time. In 2008, I was encouraged to research the Organizational Leadership program at Chapman University College (currently known as Brandman University). 2008-2010 was a tumultuous time for SSA economically and shortly after I enrolled, I demoted in lieu of being laid off. In the Organizational Leadership program, I learned how to handle and manage change and those lessons applied to both my personal and professional life. I also learned to build a solid team, to leverage the talents of others and to communicate in ways that demonstrate my values. I was able to take classes at night and online so I was able to be present for my family. I learned skills that made me more effective and productive and taught me to use my influence to make a positive change in any classification. I graduated with a MA in 2010 and I continue to build upon the foundation of my education today. I recommend that anyone who is interested, take a chance and enroll because education opens doors and broadens your perspective. If I can do it, anyone can!

(Employee Educational Journeys in SSA is a recurring feature in SSA Today based on the creative posters put on display at the Educational Resource Fair, highlighting the journeys of various SSA staff in overcoming the challenges of work-life balance while achieving their educational goals. To begin your educational journey, please visit the Educational Advisory Program (EdAP) resource page on the SSA Intranet at: [http://ocssa/intranet/Administrative/Educational Advisory Program EdAP](http://ocssa/intranet/Administrative/Educational%20Advisory%20Program%20EdAP))

CALWORKS 2.0 ROADSHOW

The SSA CalWORKs 2.0 Marketing Committee kicked off their first series of roadshow presentations in August 2018. The roadshow presentations were very well received by staff. They began with a brief introduction video from Agency Director Debra Baetz along with Deputy Division Directors Abraham Gomez and Lorraine Daniel. Audiences were presented with a Life Jar activity demonstrating the difference between the current CalWORKs model and the changes with the upcoming CalWORKs 2.0. The jar demonstrated our clients' ability to cope with stressors, e.g. how their bandwidth is impacted when facing difficulties. Clients often come to the agency in a crisis that exceeds their bandwidth and



affects how they make choices. With the implementation of 2.0, SSA staff in the Family Self-Sufficiency and Adult Services Division will soon have access to new tools to address this issue. The marketing committee is currently meeting weekly to organize, fine-tune, and showcase the next series of roadshow presentations, email blasts, and 2.0 tools that are currently being developed and tested. Bulletin boards in each region will be updated frequently with important information regarding all of the latest and exciting news about 2.0. All questions or suggestions can be submitted to: CalWORKs2.0@ssa.ocgov.com.



Pictured: Samantha Gutierrez and Luz Plambeck of the CalWORKs 2.0 Marketing Committee (upper left) delivering their roadshow presentation to CalWORKs East Region staff

SSA STAFF ATTEND ANNUAL NATIONAL ADULT PROTECTIVE SERVICES ASSOCIATION CONFERENCE

SSA's Family Self-Sufficiency & Adult Services Division, the Adult Protective Services (APS) Program and the California Department of Social Services hosted the 29th Annual National Adult Protective Services Association (NAPSA) Conference in Anaheim, California from August 27-31. Over 650 attendees from all over the USA, including Hawaii and Alaska, and over 250 participants from California, enjoyed over 90 presentations related to APS. SSA's APS staff delivered three presentations spotlighting the Orange County Hoarding Task Force, APS Simulation Training, and Mental Health in APS. Keynote speakers included: US Assistant Secretary of Aging and Administrator of the Administration on Community Living, Lance Robertson, as well as former US Assistant Secretary of Aging and Administrator of the Administration on Community Living, Kathy Greenlee. APS Senior Social Worker, Danielle Monarrez, received the distinguished "Spirit Award of NAPSA in honor of Jan Stiles," which is an award given to frontline APS Social Workers for their amazing work. Next year's conference will be held in Denver, Colorado.



Back Row (left to right): Jeff Molina, Phillip De La O, Monica Kim, Andrea Simon, Stacey Lindberg, Jessica Cho, Mariluz Duran, John Danczak
Front Row (left to right): Jacquelyn Garza-Piles, Kim-Hau Nguyen, Kim Pham, Thuong Dang, Rachel Vo, Danielle Monarrez, Elizabeth Davis, Reath Melendez, Jeanne Slomanson



Pictured: Carol Kubota, Stacey Lindberg, Rebecca Guider, John Danczak, Mitra Bustamante, and Monica Kim



JOURNEY FROM EPP TO SSA



Pictured: Hollyann Bliesath

October 2017 was the onset of Hollyann Bliesath's journey with In-Home Supportive Services (IHSS) as a participant in the Employment Preparation Program (EPP). EPP is the Expanded Subsidized Employment Program operated by the Family Self-Sufficiency & Adult Services (FSS & AS) Division, with the goal of helping CalWORKs Welfare-To-Work participants gain work experience through subsidized employment in public, non-profit, or private worksites. Upon being assigned as an Office Assistant through EPP, Hollyann's vibrant personality and eagerness towards acclimating herself in her new role was immediately apparent and positively demonstrated. After a short time, her organizational skills proved invaluable as she absorbed the role of interim store clerk. Hollyann actively pursued employment opportunities for various positions with the County of Orange, taking full advantage of available resources to help with resumé building, application reviews, and mock interviews. All of her hard work paid off when, on August 3, 2018, Hollyann officially began her career as a full-time Office Technician with IHSS and shortly after accepted a promotion to Store Clerk. Congratulations to Hollyann on her successful journey from EPP to permanent employment with SSA!

FAILURE OR OPPORTUNITY.. THE CHOICE IS YOURS

By Scott Burdick, Deputy Division Director, Children and Family Services

Michael Jordan was cut from his High School basketball team in his sophomore year. Steve Jobs was at one point fired from Apple, the company that he founded. Walt Disney's first animation studio went bankrupt. The Beatles were rejected by numerous music labels and told that they had "no future in show business." Henry Ford's first two automobile companies failed. Ludwig Von Beethoven's music teacher once told him, "As a composer, he is hopeless." These are listed as some of the most famous failure examples. Yet we know these famous figures for their successes and not these failures, because failure is only failure when you give up.



Everyone loves a comeback, but there is no comeback without a setback. When I started my career at the Social Services Agency in 1995, I was fresh out of graduate school with a psychology (not social work) degree. Being one of the first hired following Orange County's bankruptcy filing, I quickly found myself in an integrated continuing services program with 52 cases on my caseload. Armed with only my psychology degree and my sketchy attention span, I began to sink rather quickly. My output outpaced my knowledge and before I knew it, my supervisor advised that due to my poor performance, there were three options: I could resign, be released from my probationary period, or I could make some changes. I had three months! I was so far in over my head that my knee jerk reaction was to resign. I had poured my blood, sweat and tears into my job for six months and this was where I was left. I felt that I had failed! When the sting to my ego began to fade, I realized that I was left with two choices: Keep doing what I had been doing that would certainly lead to repeat failure or learn to reinvent myself. Given that I am still an agency employee 23 years later and am privileged to serve as a Deputy Division Director, it is clear that I chose the latter.

So I revamped my entire organizational structure. I learned that I would get distracted from having too many things out on my desk at a time; I had to prioritize and then work on one thing to completion before moving to the next. If you have ever wondered why my desk is always clean, this is where it began! I brought in a computer from home (yes, we did not have them at this point) and learned how to use technology to better organize myself. The most important strategy was being humbled by knowing what I did not know and utilizing the knowledge and expertise of the staff around me to allow me to learn the complexities of the job. We began to use the walkway between desks as an impromptu conference room to staff complicated cases with my peers and suddenly the complicated grew more and more clear.

The strategies that I learned during this time and the drive to overcome adversity have remained with me over the course of my career. Without overcoming that adversity, I would clearly not be where I am now.

As I have reflected on instances like this in both my personal and professional life, I have realized that we don't grow in good times; we grow when we have the courage, the humility and the drive to persevere through these difficult times. Challenges breed opportunity. Randy Pausch said it best, "Experience is what you get, when you didn't get what you wanted." It is this body of experience that we and others come to rely on to grow as individuals, as programs and as an agency. Fear of failure paralyzes, but shifting the perspective so that every setback is not a failure, but an opportunity to do something differently is what breeds creativity, perseverance, strength and humility. So are situations that don't go the way we planned a failure or an opportunity? The choice is yours.

CSEC TRAINING PRESENTED BY FACT



Pictured: Attendees at the CSEC training presented by FaCT

On September 5, Families and Communities Together (FaCT) presented the Commercial Sexual Exploitation of Children (CSEC) training. This training was attended by members of SSA, FaCT, the Orangewood Foundation, and other various community partners. It addressed the ways that we as service providers and community members can best meet the needs of sexually exploited and trafficked youth, by understanding the prevalence of sex trafficking, increasing sensitivity and awareness, and providing support through a victim-centered response. The training was facilitated by Polly Williams and Ashley Coia of the Orangewood Foundation.

To learn more about CSEC, please visit betheoneoc.org.

DEAR SOCIAL WORKER: STILL RUNNING

The following story is part of a new series of short stories entitled “Dear Social Worker,” offering a reflection on real, impactful experiences that have unfolded during the career of an SSA social worker.



I gripped Jake’s wheelchair tightly as it accelerated downhill.

When I first met Jake he could take a few steps, but soon he could not walk at all. During each visit, I’d run behind his wheelchair as he shouted, “Faster!” until we reached a full sprint. With all my other work, I really didn’t have the time, but a part of me knew his time was limited, too. That’s how we found ourselves 11 miles into a half-marathon, flying downhill. Jake’s buoyant spirit, mixed with an outpouring of support from runners and spectators, propelled us forward. He beamed when the finishing medal was draped over his neck while I stood there grateful the beads of sweat were

masking my tears. When Jake’s time living with Muscular Dystrophy came to an end, I cringed at not having spent more time with him.

Out trail running, a hawk swoops overhead and I think of Jake. I want to believe he is in a better place than what this world offered him- a place where his spirit is soaring; where he can run and not grow weary; where he can walk and not grow faint.

(Dear Social Worker: Despite the barriers, make time to invest personally in the children you serve when it matters most. It won’t be wasted time.)

CAREER ADVISORY PROGRAM CELEBRATION

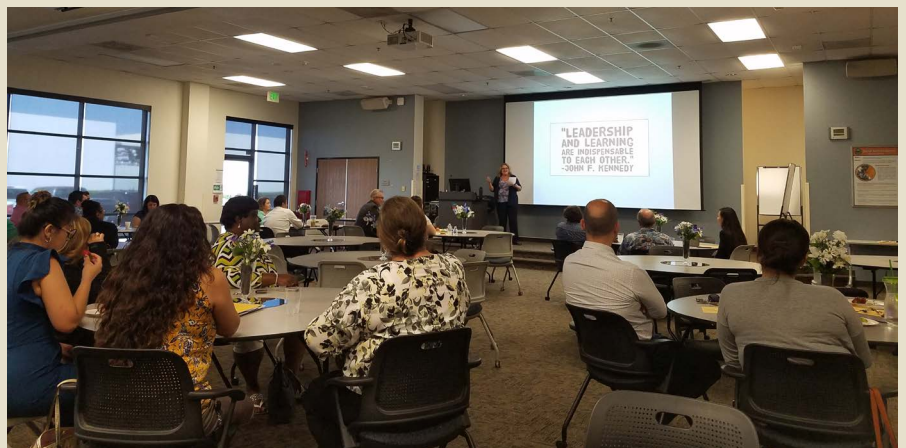


Pictured: John Hendrickson, Donna Garza (Advisor), and Joanne Jung (Advisee)

On September 4, the Career Advisory Program (CAP) concluded with a celebration event for its most recent cohort, which was launched on April 24 with 60 participating SSA employees. CAP pairs Advisors who help coach their Advisees on various career paths and development opportunities. At the closing event, CAP coordinator Sandra Mastrud, as well as Training and Career Development Manager Brenda Wilson Codispoti, reflected on the success of the program. Assistance Programs Division Director John Hendrickson shared some keynote words of wisdom that touched upon his long career journey, motivations and advice for Advisees. Congratulations to all CAP participants and best of luck to you on your career journey ahead!



Pictured: Advisor/former CAP coordinator Carol Kubota (middle) receiving her Certificate of Recognition from Sandra Mastrud (left) and Isela Rodriguez (right)



Pictured: Sandra Mastrud addresses Advisors and Advisees in attendance at the CAP celebration event

SAVE THE DATE!

Presented by:

Wednesday

October 17, 2018

11:00 AM - 1:00 PM



Annex Building

Parking Lot

744 N. Eckhoff St.

Orange, CA 92868



RESOURCE TAILGATE



40+ Organizations
Including New Providers
from Resource
Development and
Management (RDM)



Network with SSA Staff



Connect with FaCT and
learn about their
Family Resource
Centers



Giveaways for clients
including: duffle bags, school
supplies & back packs



Engage with Faith
Partners



Nachos, Hot Dogs, & Raffle
Prizes!

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

Elizabeth Arrendondo, Senior Social Worker (SSW)/Children and Family Services

SSW Elizabeth Arrendondo was recognized as CFS Employee of the Month for August 2018 for demonstrating SSA's value of Teamwork. Below is an example that was shared by one of her fellow social workers:



"In February of 2018, an adolescent youth in foster care involved in a referral I was investigating had to be hospitalized in order to ensure her safety; this was a very long, taxing day for the foster youth and me. The nighttime on-call Supervisor from Emergency Response was having difficulty locating a social worker able to relieve me from waiting with the youth in the hospital Emergency Department while we waited for a bed at a psychiatric hospital to open. Elizabeth agreed to relieve me at 12:30AM and patiently waited with the child until approximately 9:00AM! Her willingness to help and her pleasant demeanor were very much appreciated by me and by the youth in crisis."

Jacky Estrada, Registry Training Specialist/Adult Services

Jacky Estrada, Registry Training Specialist with the In-Home Supportive Services Public Authority, was presented with the Adult Services "You Rock Award" for September 2018 after receiving the following words of recognition from Administrative Manager I Amber Nowak:



"She not only has one, if not the, biggest service area in the Registry, but also gives exceptional customer service to all recipients and providers, conducts Spanish Provider Trainings and Spanish Consumer Conference Calls each month, does Spanish translation for any forms or presentations, and fills in whenever she is asked for in Reception. In addition, she is always willing to help her co-workers regardless of her workload, always arrives to work early or on time, and is able to organize and prioritize her work in a way that allows her to perform all of her tasks in a timely manner."

Ted Lin, Information Technologist II, and Joshua Wallingford, Administrative Manager II (AM II)/Agency Administration

Information Technologist II Ted Lin and AM II Joshua Wallingford received the following words of gratitude from Deputy Division Director Lorraine Daniel:

"We wanted to thank you both for all the research and effort you invested in finding FSS a solution for improving the sound quality of our PQA telecasted monthly meetings. The feedback we have received from the regions is excellent! The sound quality is clear and the volume is meeting the projection needs in our larger conference rooms. FSS really appreciates all the time and energy you invested."



BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

Aliso Viejo Regional Center (AVRC) Staff/Assistance Programs

A client recently wrote the following words of appreciation and gratitude for the reception, eligibility and Sheriff's Special Officer (SSO) staff at AVRC:

"I'm taking the time to let any and all supervisors or managers for the Social Services Agency know what an exceptional job your staff, security, and reception office staff provide each time I come in and/or my fiancé comes in! I appreciate the friendly service as well as how helpful and knowledgeable everyone is here! I am writing this in hopes all can be recognized for their service including security. It's the staff and security that truly makes a difference! Thank you for employing fantastic people."



Jaime Reyes, Social Worker II (SW II)/Adult Services

SW II Jaime Reyes recently received some words of appreciation in the following note from a client's caretaker:

"I would just like to say that I am very impressed by Mr. Reyes, he has visited our home over the past three years to evaluate our son's need for services. He is always professional and kind as well as very organized. In addition to the letter we receive stating our appointment date and time, Mr. Reyes always calls ahead to remind me of our appointment as well as a window of time he will arrive. Mr. Reyes always arrives prepared for our meeting, he is thorough, he ask questions, he listens and then explains each form that needs to be signed. Then he thanks me for caring for his client! How nice is that! We really appreciate Mr. Reyes and the excellent service he provides."

Wayne Dachenhausen, Senior Information Technologist/Agency Administration

Senior Information Technologist Wayne Dachenhausen received the following words of gratitude from Administrative Manager I Tanya Montoya:

"Just wanted to take a minute and express how grateful RRCT is for all of the assistance that Wayne was able to provide in moving CPUs. He was very patient, provided step by step instruction as to the process and assisted with follow up questions/concerns. This will now allow us to share workspace and expand as a team. Greatly appreciate all of the support!"



SSA PROMOTIONS

<u>EMPLOYEE NAME</u>	<u>CLASSIFICATION</u>	<u>DIVISION</u>
BAE, DANIEL KI	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
BAX, MARY A	EMPLOYMENT & ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
BIGNEY, SCOTT THOMAS	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
BROWN, KYLE ROBERT	EMPLOYMENT & ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
CABRERA, PERLA CARMIN	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
CASTELLANA, CATHY	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
CASTILLO, GLORIA STEPHANY	OFFICE SUPERVISOR B	ASSISTANCE PROGRAMS
CORONEL, PORFIRIO	EMPLOYMENT & ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
DANH, COLLEEN C.	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
DIAZ, GERARDO RODRIGO	EMPLOYMENT & ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
GARCIA, LINDA	DATA ENTRY TECHNICIAN	ASSISTANCE PROGRAMS
GARCIA, RUBEN MARIO	OFFICE SUPERVISOR C	ASSISTANCE PROGRAMS
GARCIA, STEPHANIE	EMPLOYMENT & ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
GONZALEZ, JACQUELINE	SOCIAL SERVICES SUPERVISOR II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
GUILLEN, BOBBY LEE	EMPLOYMENT & ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
HAIDARY, AHMED MILAD KHAN	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
KAMBOYA, SHRUTI PRASHANT	EMPLOYMENT & ELIGIBILITY SPECIALIST	ASSISTANCE PROGRAMS
LEE, ANGEL YI HSUAN	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
LENN, MALLORIE ERIN	ADMINISTRATIVE MANAGER I	AGENCY ADMINISTRATION
LOPEZ, CRYSTAL MONIQUE	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
LOPEZ, TERA BELEN	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
MESDARY, JULIANNE MAGDY	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
NGUYEN, JAMES DZUY HUAN	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PALACIOS, ROSA	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PALOMARES, ABRAHAM	EMPLOYMENT & ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PRADO, OYUKY ARLIN	EMPLOYMENT & ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
RAMIREZ, JORGE MANUEL	EMPLOYMENT & ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
RENTERIA, YESENIA J	EMPLOYMENT & ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
RODRIGUEZ, ALBERTO	EMPLOYMENT & ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
RODRIGUEZ, JENIFER LYN	SOCIAL SERVICES SUPERVISOR I	ASSISTANCE PROGRAMS
RODRIQUEZ, SHANI ARNEL ODEGAARD	GROUP COUNSELOR II	CHILDREN AND FAMILY SERVICES
SARABIA, ERICA	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
SAUNDERS, MELBA P	OFFICE SPECIALIST	AGENCY ADMINISTRATION
SPATZ, KASEY S	SOCIAL SERVICES SUPERVISOR I	AGENCY ADMINISTRATION
TAPIA, ALEJANDRA	GROUP COUNSELOR II	CHILDREN AND FAMILY SERVICES
TRAN, MIKEY M	EMPLOYMENT & ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
VILLASENOR, JOSE G	SOCIAL SERVICES SUPERVISOR I	ASSISTANCE PROGRAMS

LOOKING TO PROMOTE?

Be sure to stay up-to-date on current job opportunities here at SSA and throughout the County! Here are the current openings at SSA:

Job Title	Deadline to Apply
Senior Social Worker	Continuous
Senior Social Services Supervisor	Continuous
Eligibility Technician (Farsi)	Continuous
Office Assistant (Bilingual English/Farsi)	Continuous

To learn more about these positions, sign up for job alerts and/or apply, click [here](#).

IN MEMORIAM

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



Carin Johnson, Group Counselor II/Children and Family Services

SSA EXECUTIVE MEET & GREET

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 (please note that two of the location addresses listed on the August 2018 issues of SSA Today were incorrect and have been corrected below in **bold**):

OCTOBER 2018

Location	Date	Time
Anaheim Regional Center 3320 East La Palma, Anaheim Room B601/602	10/2/18	9:00 - 10:00 a.m.
Laguna Hills Regional Center 23330 Moulton Parkway, Laguna Hills Room B213	10/23/18	9:00 - 10:00 a.m.
Cypress Regional Center 6100 Chip Avenue, Cypress Room 3107	10/31/18	9:00 - 10:00 a.m.



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