

OCSSA TODAY

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

DIRECTOR'S CORNER

By Debra Baetz



Spring is here! This season represents warmer weather, time to “spring clean” and a time for new growth. The onset of spring also brings about the important reminder to protect the vulnerable children of our community. This month, SSA is proud to recognize Child Abuse Prevention Month, where our community comes together to raise awareness of and promote child abuse prevention efforts in Orange County. This campaign truly represents a collaborative effort to protect Orange County’s children from abuse and neglect.

On April 9th, Child Abuse Prevention Month was recognized with a resolution at the Board of Supervisors meeting. The resolution, presented by Fifth District Supervisor, Chairwoman Lisa Bartlett, acknowledged that child abuse and neglect affects children from every sector of society and crosses all cultural, ethnic and socioeconomic backgrounds. It also stressed that communities are stronger when our residents are aware of the signs of child abuse and help support parents as they strive to raise their children in loving, secure homes.



Pictured: Chairwoman Lisa Bartlett addresses the community on Child Abuse Prevention Month

Our agency also came together through our Heart of SSA activities to provide awareness by wearing blue for OC kids, decorating our regional bulletin boards with the symbol of the blue ribbon and pinwheels, and nominating staff exemplifying the core value of respect. It was very inspirational to see how our Agency came together

in support of this important effort. In addition, please remember that as SSA employees, we are all called to act as mandated reporters. If you know or suspect a child is a victim of abuse or neglect, please contact the Child Abuse Registry at (714) 940-1000 or (800) 207-4464.

In May, we will recognize National Foster Care Month, dedicated to honoring all relative caretakers, Non-Related Extended Family Members (NREFMs), resource families and adoptive families for their generosity and availability in opening their hearts and homes to children in foster care.

At SSA, we all work together striving to make a difference for those in need. We work hard to ensure every child is safe in a nurturing environment. We ensure families are able to bring food to their tables with CalFresh benefits and facilitate their accessibility to health care through the Medi-Cal program. The implementation of CalWORKs 2.0 will provide us with better and more effective tools to assist families in getting back on their feet. No matter which area we are assigned to, all of our roles support children and families because we believe that every child should have the opportunity to grow and thrive in a nurturing and compassionate family.

On behalf of the SSA Executive Team, we thank you for the positive impact you make in the lives of all we serve and for your support of these important efforts.

CONTENTS

- SSA Spotlight: Excellence in Service [2](#)
- Stories From the Field: A Friday Afternoon [3](#)
- Employee Educational Journeys in SSA [3](#)
- SSA Celebrates Respect & Goes Blue for OC Kids! [4](#)
- Heart of SSA: Respect Award Winners [5](#)
- May's Core Value: Creativity [6](#)
- Blue Ribbon Kick-Off Ceremony [6](#)
- The Winds of Change [7](#)
- CalWORKs Home Visiting Initiative Program [7](#)
- SSA at the Link [8](#)
- Benefits of Walking in the Workplace [8](#)
- New IHSS Case Management System [9](#)
- Beyond the Call: Exceptional Service in Action [9](#)
- SSA Promotions [12](#)
- Looking to Promote? [13](#)
- SSA Today Quiz [13](#)
- SSA Executive Meet & Greet [13](#)
- Connect with Us! [13](#)

SSA SPOTLIGHT: EXCELLENCE IN SERVICE

OUTREACH COORDINATION WORKGROUP

As part of SSA's ongoing and compassionate response assisting the homeless and providing exceptional community outreach, the Outreach Coordination Workgroup was formed. Comprised of members from each of the four SSA divisions, this group was tasked with developing a comprehensive approach to SSA's overall outreach efforts.

The group first met in September 2018 and immediately began working on proposals to enhance the three identified components of outreach:

- Speaking engagements, including Speakers Bureau
- Participation in community events
- Direct service outreach, including processing applications for public benefits

The main group was divided into three subcommittees on these respective topics and, from there, the real creativity began.

The Speaking Engagement subcommittee began collaborating on how to reinvent our current process of sending out SSA staff to represent us in the community. The group identified the need to create efficiency in the request process for speaking engagements, as well as creating a process for selecting the right subject matter expert. Further enhancements will be made to the process along with adequate training provided to our representatives.

The Community Events subcommittee took the initiative to develop processes for how SSA participates in community events when requested. Often times, there are several SSA groups being asked to participate in an event; developing a comprehensive "philosophy" to outreach was critical. This philosophy includes teamwork in order to leverage resources and ensure that the various SSA representatives needed at an outreach event are selected to best serve the community.

The third subcommittee, Mobile Outreach, was formed to identify how we can further enhance our direct service outreach and ensure we are providing critical services to hard-to-reach populations. Since September 2015, a small team of SSA employees has provided outreach in the form of direct services to the homeless population. The need for direct services through mobile outreach has exponentially increased since the inception of this team. Thoroughness in service delivery was a key component with this group. How can we effectively serve the homeless and hard-to-



Back Row: Brigette McClellan, Dianne Didio, John Hendrickson, Alyson Piguee, Tawnya Reveles, Lupe Gonzalez, Evelyn Cruz, Cheryl Smyth, Jesse Guillen, Brian Satterfield and Francisco "Paco" Perez

Front Row: Alin Buna and David Anguiano

Not Pictured: Carol Wiseman, Dina Bagues, Tricia Smith, Josh Wallingford, Ted Lin, Tomas Malaban, Bruce Hutchinson and Marlene Telegadas

reach population who may face barriers getting to one of our offices? This subcommittee discussed those challenges and opportunities, ultimately proposing a recommendation to add two smaller Mobile Response Vehicles to SSA's fleet in order to better meet the needs of our community. Additionally, the need was identified to create a dedicated team to deploy as well as create enhanced mobility and training for this team.

The Outreach Coordination Workgroup's efforts culminated in a clear and concise proposal to the Executive Team that included recommendations such as streamlining the review and approval process for participation in all three types of outreach efforts, developing appropriate training for staff involved in these efforts, ensuring proper reporting protocols are developed and followed, and ways to enhance service delivery. The workgroup's efforts were commended by the Executive Team and all of the recommendations in the proposal were approved.

Through their collaborative efforts, the Outreach Coordination Workgroup has exemplified numerous SSA Core Values. Although there is still much work to be done, the workgroup is committed to dedicating resources and creating a structure that ensures we demonstrate courtesy and respect to the community we serve. As we look to the future, this group will work to ensure that SSA continues to remain innovative and responsive to the needs of Orange County. Be on the lookout for some exciting changes in the upcoming months as the Outreach Coordination Workgroup's vision becomes reality!

Thank you to the Outreach Coordination Workgroup for your ongoing contributions to the Agency and community, and congratulations on being selected as this month's SSA Spotlight!

STORIES FROM THE FIELD: A FRIDAY AFTERNOON

By Sara Ghanbariami, Eligibility Technician



It was like any other Friday afternoon. I had just gotten back from lunch and was assigned to assist a customer.

My customer was an Iranian refugee who only spoke Farsi. As I went through the standard interview questions, there was a pause, a hesitation in our conversation. The customer thereafter shared with me that he had suicidal thoughts. With my past experience in crisis counseling, I could tell his thoughts weren't clear or he wasn't being fully open with me. I then asked him to provide a written affidavit and to read it to me. He was stuck at reading the last sentence in which he had notated his exact suicidal sentiments that he had shared earlier. He finally read it aloud. I then informed him that I needed to reach out to my supervisors for assistance

but reassured him that he wasn't in trouble and that we want to help him in any way we possibly could. He was quiet but nodded in agreement and murmured that he wanted my help.

Over the next five hours, I continued to translate for the customer while my colleague Pam and her supervisor coordinated the assistance of the Crisis Assessment Team (CAT) from the Health Care Agency. The Special Sheriff Officer (SSO) was also nearby to ensure that we were all safe, including the customer. Throughout this time, the customer had an array of emotions but saw the genuine effort and kindness from the CAT associates and was very forthcoming about his mental health. The customer was ultimately hospitalized where he could get the assistance he very much needed. Through our dialogue, we learned that he had attempted suicide and was hospitalized before. But through it all, we saw that there was a glimpse of hope in him, so we continued to remind him of it.

This moment taught me so much about our jobs at SSA. It taught me the importance of teamwork and collaboration. Without the support of my colleague, supervisory/management staff, CAT and SSO, I don't know how that day would've panned out. What I learned most is how much of a difference we truly make in this Agency. Our customers rely on us, and sometimes we ourselves may need to rely on our teammates to support us in helping our customers. It will only make us better and the results of customer interactions better.

At SSA, we are the voice for those who feel voiceless in society. Whether it be literally or metaphorically, we are advocates for them, helping them and making sure they get the aid they deserve. I am beyond grateful for the role I was able to play that day and am glad that it wasn't like any other Friday afternoon.

EMPLOYEE EDUCATIONAL JOURNEYS IN SSA

When first starting with SSA as a Group Counselor (GC), my initial educational goal was to just complete my bachelor's degree. While still a GC, I was accepted into a Master of Social Work (MSW) program at California State University, Long Beach. During my time in the MSW program, I promoted to Senior Social Worker and eventually also earned my MSW.

I enjoyed the challenge of completing an MSW while working full-time! It validated my self-efficacy. I most enjoyed the familial gratification – seeing my family proud and happy. It's a lot of work! The biggest challenge was time. Time for work and time for school. Relationships are important and key. I had good relationships with supervisors and managers who were flexible with me and my time/schedule needs. A flexible work schedule was only half the challenge. The other half, time for school, was writing and studying every free moment and pulling all-nighters!

TIP

A college education is a lot of work! If you are accustomed to working hard, a college education is achievable.

Mahonri "Mo" Sapiga

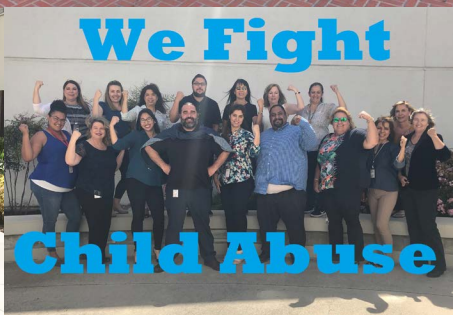
Administrative Manager II
Children and Family Services
Emergency Response III



Completing my education has helped afford additional promotional opportunities and other employment opportunities. It has provided a foundation and direction for my career. Achieving my educational goals has given me a professional identity.

(Employee Educational Journeys in SSA is a recurring feature in SSA Today which highlights the journeys of various SSA staff in overcoming the challenges of work-life balance while achieving their educational goals. To share your story, please send an email to SSAToday@ssa.ocgov.com.)

SSA CELEBRATES RESPECT & GOES BLUE FOR OC KIDS!



HEART OF SSA: RESPECT AWARD WINNERS

Thank you to everyone who sent in nominations of fellow staff demonstrating this month's core value of Respect! Below are the winning selections from each division:

"Perla consistently presents a professional, calm and empathic demeanor to peers, subordinates and customers alike. Perla is always ready to listen attentively to any issues brought to her attention and provide the best support possible to resolve these issues. Often, this requires her to cease working on her own caseload in order to give an individual her full, undivided attention. When speaking to Perla, you cannot help but get the sense that your issues at the moment have become the centerpiece for her whole world, which is rare in such a fast-paced work environment where it is often difficult to set aside your own issues to give someone the respect they deserve. Daily, I have witnessed various peers approaching Perla simply to request her opinion on numerous subjects. Listening carefully, it becomes apparent that many of their issues could easily be resolved without the need for outside advice. They are simply asking because they have come to respect Perla's point of view and know she will show them proper common courtesy." -Demetri Hodges, Eligibility Supervisor



PERLA CABRERA
Eligibility Supervisor
Assistance Programs

Honorable Mentions in Assistance Programs: Anthony Crews, Administrative Manager I; Fatemeh Mansouri, Eligibility Technician; Gerardo Perez-Aguayo, Eligibility Technician; Phuoc (Paul) Vuong, Eligibility Technician



RAYMOND PEREZ
Administrative Manager I
Agency Administration

"In every interaction I've had with Ray, he always demonstrates professionalism and respect. Ray takes the time to listen and understand the nature of my request, makes sure to follow up with me with any questions or recommendations he might have and delivers according to our agreed upon plan. He treats every request, big or small, with importance and urgency. He is also polite and kind, which makes him a pleasure to work with. I appreciate Ray, and believe his actions and communications are a great representation of this month's core value."

-Laura Turtzer, Administrative Manager I

Honorable Mention in Agency Administration: Martha Santos-Alvarez, Administrative Manager I

"Matthew goes out of his way to assist all customers, internal or external. Even with his busy schedule, anytime you ask for assistance or advice, he always stops what he is doing to give you his full attention. It may be a computer, ergonomic or client issue and his response is immediate. At the end of each day, he ensures when clearing the lobby that each client has received the help and assistance the client deserves. It is the respect he has for his role in client services and the way he treats coworkers that show why Matthew is so highly respected as part of our team." -Keith Ruppel, Senior Office Supervisor



Matthew Ocampo
Eligibility Supervisor
Family Self-Sufficiency & Adult Services

Honorable Mentions in Family Self-Sufficiency & Adult Services: Angel Lee, Social Services Supervisor I; Angie Sanchez, Secretary I; Bonasy Kong, Social Services Supervisor II; Elena Fernandez, Social Services Supervisor II; Keith Ruppel, Senior Office Supervisor; Mary Barrett, Employment & Eligibility Specialist



MARIBEL SILLAS
Secretary I
Children and Family Services (CFS)

"I met Maribel Sillas in April 2017, when she began working as a Secretary I in CFS/ Integrated Continuing Services. She has always been such a kind person to all employees here, offering to help people and always with a smile and great attitude. She never judges people by what others say about them, always giving people the benefit of the doubt and the respect they deserve. She doesn't worry about "fitting in" and/or "going along with others," if it will jeopardize her integrity. I am grateful that I get to work with her. She takes her job very seriously, keeping everything she hears completely confidential. Just working with her has made me a better person and employee. She definitely helps make the work day much more fun." -Krista Waterman, Secretary I

Honorable Mention in CFS: Christian Hanson

[Back to Contents](#)



MAY'S CORE VALUE: CREATIVITY

By Jesus Monjaraz, Eligibility Technician



The Heart of SSA: Core Values in Action's designated core value for the month of May is Creativity.

"Creativity is breaking out of established patterns to look at things in a different way."

-Edward de Boro

When you hear the word creativity, what is the first thing that comes to mind? A canvas with bold colors? A child gluing macaroni together? An art major sculpting the next David? Well, maybe it doesn't have to be so artistic. Creativity is simply a fresh perspective. It is a way to generate or recognize ideas, alternatives or possibilities that may be useful in solving problems, communicating and entertaining ourselves and others. Many people feel that they have no or very limited creative ability - even people who work in the creative fields. Creativity is not a single personal trait but, rather, an amalgamation of traits.

Creativity can be acquired and honed at any age or experience level. At SSA, we have employees from all levels and backgrounds. The Agency provides conducive environments, ideal collaborations and

a hint of serendipity for creativity to happen. SSA employs countless professionals and scholars and provides ample opportunity to apply the skilled application of knowledge in new and exciting ways. In the standards and guidelines that we abide by every day in our profession, we can feel as though there is limited room for ingenuity and novel workarounds; however, it is so much more than that. Creativity can involve personal meaningful ideas and insight that are known only to the self. One's own reflection and thoughtful application of everyday thinking and problem-solving can create a spark of creativity. This spark then lights new ideas and possibilities - creating eureka moments. Of course, these moments don't have to lead to eminence and acclaim.

We all have heard the phrase "think outside the box" many times over. It is the staple quote when one wants to put on their creative hat and begin their journey in discovering the new and original. I believe it's grounded to more basic values we all hold dear. It takes interest, knowledge, non-conformity, persistence and courage. Employees at SSA are constantly going above and beyond to meet deadlines and goals. Regardless of level of position, creativity runs through everything we do. Solving problems and getting results is what the agency does in order to help the community and our agency partners.

Creativity is so much more; it is the cornerstone of our foundation in the County of Orange. It is involved in everyday thinking and problem-solving and it takes place among professionals who are skilled in their respective fields. It will continue to inspire the future generations in upholding our Mission Statement.

BLUE RIBBON KICK-OFF CEREMONY

On March 27, the Child Abuse Prevention Council's Blue Ribbon Committee kicked off a beautiful ceremony at the Bowers Museum in Santa Ana in honor of National Child Abuse Prevention Month. Michele Gile, news reporter for CBS2/KCAL9, served as the emcee for this event, which included a presentation of awards to various individuals and groups dedicated to the field of child abuse prevention and advocacy of children. Resource parent Miguel Alcantara served as the keynote speaker on his experience in raising three children in foster care. Children & Family Services (CFS) Division Director Anne Bloxom provided some remarks on child abuse prevention as well as a tribute to the memories of nine children who passed away last year as a result of child abuse or neglect. The event concluded with attendees participating in planting blue pinwheels, a symbol of child abuse prevention awareness along with the blue ribbon, outside Bowers Museum in one of many nationwide Pinwheels for Prevention Gardens.



Pictured: Miguel Alcantara speaks on his experience as a Resource Parent



Pictured: A dove is released in memory of a child



Pictured: CFS Division Director Anne Bloxom plants a blue pinwheel with other attendees outside Bowers Museum

THE WINDS OF CHANGE

By Melissa Thomas, Social Services Supervisor I

Have you seen what the Santa Ana winds have blown in at Training and Career Development (TCD)? TCD has moved forward with a beautification project for our training rooms, developing a new look to match our leaps forward in leveraging new technology.

On February 26, 2019, the TCD Beautification Team unveiled the first of four rooms planned for updating. TCD Room A109/A111 is now called the "**Santa Ana Winds**" Room. This previously uninspiring and outdated lab has been transformed into a creative, interactive and visually stimulating training room/lab setting. This room is now painted in calm, warm autumn colors with a "Santa Ana Winds" theme, designed to set the training tone of the room and enhance the overall learning experience. The room features two distinctly different yet equally impactful wall trees. The trees are used to visually display



Pictured: Melissa Thomas, Jocelyn Litiatco, Alma Hernandez, Claudia Kavetsky and Paola Saunders



Pictured: Jocelyn Litiatco, Melissa Thomas and Allison DeMatteo

our Agency's 11 core values and employees' personal mottos. The wall tree spotlighting our eleven core values was meant to draw attention to our belief in those values, visually stimulate our learners and promote conversation/networking amongst our staff.

Each training room scheduled for update will have a theme that is unique to that specific room. It will also include a room name and a color scheme to match.

So, the next time you are at TCD, take a moment to peek inside the training room and see what the Santa Ana Winds have blown in. What will the next room look like?

CALWORKS HOME VISITING INITIATIVE PROGRAM

By Monique Ruelas, Social Services Supervisor I



On March 28, 2019, the Family Self-Sufficiency (FSS) California Work Opportunity and Responsibility to Kids (CalWORKs) program introduced the new Home Visiting Initiative (HVI) program. The HVI program was created as a result of Assembly Bill 1811 (2018) and intended to provide voluntary, high-quality, evidence-based and culturally competent home visiting services to support positive health, development and well-being outcomes for pregnant women, first-time parents, parents and caretaker relatives.

CalWORKs staff and HVI service providers connect parents with a nurse or trained professional from one of the following providers who provide regular visits to the client's home: Health Care Agency, Children's Bureau, MOMS Orange County and Orange County Child Abuse Prevention Center. HVI providers offer guidance, coaching and access to prenatal

and postnatal care, and other health and social services referrals. The HVI program will improve parenting skills and ensure children have a safe and nurturing environment that will allow them to thrive and grow.

Posters for SSA's offices, brochures and referral forms along with informing notices are currently being developed by the CalWORKs Barrier Removal Team to ensure awareness of the HVI program. We are looking forward to the collaboration with the HVI providers to bring this exciting new program to life.

(The CalWORKs Barrier Removal Team, formerly led by Administrative Manager II Tiberina Ugarcovic, includes Administrative Manager I's Dianne Didio and Amber Nowak along with Social Services Supervisor I's Monique Ruelas, Malisa San, Nadia Moradi and Gabriel Esquivel. For more information about the HVI program, please contact Dianne or Amber.)

SSA AT THE LINK

By The Link Outreach Team



Pictured: SSA staff providing assistance to clients at The Link shelter

As part of SSA's commitment to providing services where the need is throughout the county, the Assistance Programs (AP) Outreach Team was asked to provide services at the new Link shelter in Santa Ana. The Link is a 24-hour emergency homeless facility that serves homeless men, women, families with minor-age children and homeless couples. For SSA, this operation was a first of its kind—all of our previous outreach efforts have been to shelters that serve single adults only and generally fall under the auspices of the AP Division. Because The Link also serves families, the AP Outreach Team would partner with the Family Self-Sufficiency & Adult Services (FSS & AS) Division to also deploy to this facility.

Prior to our first deployment on March 20, 2019, several points of collaboration needed to happen. Initial partnerships included leadership

from Strategic Communications, Legislation, & Policy Team (SCLPT), AP, FSS & AS, and Centralized Operations. Representatives from those teams met with Mercy House, the provider who was contracted to provide operational services at The Link. Once we identified the need and, after securing a space agreement through the County Executive Office-Real Estate, we began planning our outreach efforts.

Collaboration happened at many levels and through many divisions of SSA. Centralized Operations provided and delivered storage to secure our equipment. While delivering equipment the morning of the deployment, the Centralized Operations team identified the Outreach Team's need for additional extension cords and, without hesitation, returned to the nearby warehouse to retrieve them. Information Technology (IT) provided the equipment needed to mirror services we provide in our regional offices. This included computers, printers and Wi-Fi Hotspots. Additionally, IT was onsite most of the morning of deployment to assist in working out the inevitable "hiccups" associated with starting new outreach services. Accounting Services also developed a new process to produce and deliver Electronic Benefit Transfer (EBT) cards. Regional managers from the CalWORKs Santa Ana Region and the General Relief office were onsite to provide direction and support to eligibility staff during the day. Furthermore, Mercy House accommodated the needs of the team throughout the day.

This first day brought 49 guests of The Link to seek SSA's services, which included applications for CalWORKs, General Relief, CalFresh, generating EBT cards and providing BIC cards for Medi-Cal recipients. We continue to deploy to The Link every Wednesday and have seen a consistent need for our services.

The Link deployment has been a perfect example of the power and impact of SSA's core value of teamwork. All divisions coming together, working in tandem to make a difference in the community.

BENEFITS OF WALKING IN THE WORKPLACE

By Monique Sandoval, Employment & Eligibility Specialist

As SSA employees, we are the primary advocates for our clients. At times, it can be draining to work with difficult circumstances. It is natural to invest feelings in a case while trying to juggle the separation of personal life and career life. Our passion for helping people reminds us of our "why" and continues to drive us. That goes without saying how crucial it is for every employee to exercise self-care.

Research shows that walking during breaks at work can ease tension and relieve stress, which contributes to increased productivity. However, the benefits of walking extend beyond health improvement and increased energy. Walking with colleagues helps develop comradery amongst one another. The comradery contributes to teamwork and trust, while the physical fitness brings more positivity in the workplace. Small efforts of exercise as a part of a regular routine can make a positive impact.

Walking is the simplest and easiest activity to incorporate self-care in the workplace. That being said, start with small goals and encourage one another to go outside and walk. Invest in yourself; you will not regret it!



Pictured: SSA participants in this month's Wellness Walk at the Laguna Hills Regional Center

NEW IHSS CASE MANAGEMENT SYSTEM

By Vipul Bhavsar, Administrative Manager II

Recently, staff from In-Home Supportive Services (IHSS) and the Application & Database Business Solutions (ADBS) team collaborated on an automated way to track information regarding IHSS cases that the State system CMIPS (Case Management, Information and Payrolling System) currently does not maintain. The teams discovered that IHSS was using a combination of manual spreadsheets, databases and documents to track/calculate hourly tasks by clients, document intakes, schedule/track monthly home visits, manually populate home visit letters, track required State forms, issue daily itineraries and host other State-mandated tasks. The teams agreed that the current and near future versions of CMIPS would not satisfy their business needs and that a new system would need to be developed.



Development of the IHSS Case Management System (I-CMS) required constant communication and collaboration between ADBS and IHSS. Both teams collaborated to gather requirements, design and test the product using the Agile development methodology, characterized by rapid prototyping, constant testing and quick updates. After much hard work, the collective team successfully rolled out an amazing product that exceeded expectations.

The project hit a snag right after rollout when the State caught notice of the product due to the interest of many other counties in using the application and advised IHSS to stop using it



ADBS staff - Left to right: Hanh My Le, Kenny Vilaiphanh, Lynn Vu, Shobha Nelli, Venkata Kosuri, Vijay Desari, Tony Thach, Chuong Tran, Kent Nguyen, Sandeep Tadishetty, Pavan Chinta, Lam Vu, Vipul Bhavsar

due to security concerns. They requested a demo to determine whether there was any duplication with CMIPS and to make sure we met their stringent data security requirements. However, because SSA followed the OSI (Open Systems Interconnection) security architecture to ensure our client data is protected which mitigated the risk of security/cyber-attacks, the State quickly approved use of the tool. Other counties in California are now asking for a copy of the software.

The success of I-CMS would not have been possible without the full participation and collaboration between IHSS and ADBS. A robust software product was provided on time and within budget, resulting in IHSS' significantly enhanced ability to manage cases and service clients. Thank you to IHSS and ADBS staff for your amazing efforts on this successful project!



IHSS staff

Back row: Tony Do, Irene Delgado, Sherrie Umali-Wooten, Paul Vu, Andrea Ricks, Victor Guzman

Front row: Judy Nguyen, Lan Phuong Le, Holly Vu, Hai-Yen Doan, Judy Rosales, Greg Anaya

Not pictured: Nikki Nguyen, Nancy Pham Nguyen, May Tsui

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

Geeta Karir, Senior Social Worker (SSW)/Children and Family Services (not pictured)

SSW Geeta Karir of Resource Family Approval recently received the following words of appreciation from a resource parent:

"It was just a year ago this month that we had our first contact with the Agency and you were the first presenter that we heard in an inquiry meeting. We are glad that you encouraged us to pursue becoming Emergency Shelter Home parents. To date, we've had five infants in our home and we are spreading our wings just a little and will be doing a medical respite this week. We are delighted we can make a small contribution to our community in this way. Our experience with the Agency, starting with that very first introductory meeting, has been 100% positive."

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

Farzaneh Zanjanian, Eligibility Technician (ET)/Assistance Program (not pictured)

ET Farzaneh Zanjanian recently received the following words of recognition from a client:

"Farzaneh Zanjanian was the best help I have ever received. She was incredible, fast and accurate. She made my day so much easier."



Janet Yount, Social Worker II (SWII)/Family Self-Sufficiency & Adult Services

SWII Janet Yount recently received the following words of recognition from a client:

"Her laugh fills our house. Her maternal nature makes us feel at ease. Her kindness and professionalism makes a difficult process easy. Janet is an absolute joy. My mother and I take care of my grandmother and always look forward to seeing Janet. She is truly a rare person; her thoughtfulness and gentle nature make us feel like she is part of our family. We feel very fortunate to have her as our case manager. Thank you for having such a wonderful person as Janet on your team."

Christina Masini, Senior Social Worker (SSW)/Family Self-Sufficiency & Adult Services (not pictured)

SSW Christina Masini of the Adult Protective Services (APS) program was presented with Adult Services' "You Rock Award" for the month of April 2019. The following words of recognition were shared about Christina by several APS staff:

"I'll say this: There are certain people where, when I'm working on call with them, I breathe a sigh of relief and Christina is one of them. Christina knows exactly what to follow up on to triage On Call reports and when she calls to consult, she has all of the bases covered and is able to demonstrate that the client is no longer at risk. Christina has a wealth of APS knowledge that, coupled with her extensive experience in APS and her well-honed assessment skills, results in her being an excellent APS social worker."

"She's a go-getter and does everything she's asked to do. She generally knows what to do and takes the initiative without being told. She asks for more work and never complains about too much work. She's very helpful to peers and a go-to person for Law Enforcement cases."

Orange's Call and Processing Center (OCPC)/Assistance Programs and Systems Support Team (SST)/Agency Administration

Administrative Manager II Brian Clark had the following words to share about OCPC and SST staff regarding their recent support to San Mateo County:

"I wanted to take a minute to give kudos to the OCPC team and the SST staff who assisted with this effort. San Mateo County had a critical need for two days and requested emergency assistance from other counties. Orange stepped up to triage their call center calls and remotely assisted 221 clients who would not have had services otherwise. Not only was the collaboration between AP and SST terrific, Orange was a shining example across the state of how counties can help one another through tough situations and still stick to our mission of helping those who need our efforts most."



Pictured from SST: Joao Martins and Patty Zamarripa



Pictured from OCPC: Jessica Herrera, Santa De Leon, Jason Garrett, Rocio Fregoso, Lucy Alston, Patricia Espinoza,

Mohammad Siddique, Noemy Vega, Ezequiel Vega, Veronica Rios-Flores, Joe Fierro, Laura Escalera, Claire Jackson, Karina Diaz, Luis Vasquez, Vickie Sandoval and Dana Ardeleanu

Not pictured: Howie Tran, Angel Barbosa and Paul Tran (retired)

San Mateo County Director Nicole Pollack also shared the following words of appreciation: *"Please express our gratitude to all of your staff. I am very appreciative of your willingness to step up and assist us during this time and appreciate your partnership."*

Mitra Bustamante, Senior Social Worker (SSW)/Family Self-Sufficiency & Adult Services (not pictured)

SSW Mitra Bustamante recently received the following words of gratitude from a client:

"We would like to thank and compliment Mitra Bustamante for her caring and informative visit. It was truly enlightening and at the same time showed Mitra's deeply caring heart. She was truly a godsend."

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

Bart Salamack, (Retired) Senior Social Services Supervisor (SSSS)/Children and Family Services

Recently retired SSSS Bart Salamack was recognized as CFS' Employee of the Month for March 2019. The following words of recognition were shared about Bart:



"Bart had been with CFS for over 20 years and, quite frankly, Bart is an employee who conveys all of SSA's core values - especially integrity - to their full extent and on a daily basis. I am especially impressed by Bart's strong and solid work ethic and by his relentless pursuit to provide a high caliber service and experience for our public consumers and for our SSA staff. I had been fortunate to work with Bart in various programs here at CFS and I have always observed Bart to be that solid individual who will go out of his way to pursue solutions to barriers and to provide high quality services/work. It is not uncommon for staff at all levels to seek consultation with Bart or to specifically request his facilitation expertise in Child and Family Team (CFT) meetings. Bart's charisma, sense of humor and dedication make CFS a great place to work. He is a huge asset for this agency in regards to his skill set and passion to serve our families and children. We have all learned so much from Bart over these years and it is remarkable to see a live example of someone conveying SSA's core values on a daily basis."

Hilda Nuñez, Social Services Supervisor I (SSSI)/Agency Administration (not pictured)

SSSI Hilda Nuñez, Appeals Representative with Program Integrity, recently received the following note from a client:

"I wanted to take a moment to thank you for your diligent effort on the part of my recent appeal. Thank you so much for going the extra mile for me. Not many people care about their jobs and helping other not-so-fortunate people such as myself. Because of your extra special dedication and consideration, my benefits have continued and are more than before. May God bless you with every ounce of goodness and prosperity and good health and always! P.S. I am crying now."



Dorthe Lee, Administrative Manager III (AMIII)/Agency Administration

AMIII Dorthe Lee received the following words of praise from the County Executive Office for her role in representing SSA in a presentation at the California State Association of Counties Institute Realignment class:

*"Wanted to share that Diane Cummins from the Department of Finance was very complimentary of the presentation and work by the County team during today's CSAC Institute Realignment class. She said that she has seen similar presentations from other counties during her tenure in teaching the class and that Orange County's presentation stood out as one of the best."
-Frank Kim, County Executive Officer*

"The praise and appreciation expressed (by Frank Kim) is due to each of the wonderful presenters. Your presentations were just perfect and probably the first time many in the room had a glimpse of how the funds discussed are used to benefit others." -Kim Engelby

Janet Ciszek, Senior Social Worker (SSW) and John Danczak, Senior Social Services Supervisor (SSSS)/Family Self-Sufficiency & Adult Services

SSW Janet Ciszek and SSSS John Danczak received the following words of gratitude from former SSA executive Rebecca Guider for their recent assistance to a friend of Rebecca's:



"Please extend my thanks to both John and Janet for their wonderful help. Things are moving forward for my friend and she will be placed this week into assisted living. The contacts Janet provided were excellent. I remember retired folks calling with requests... never a popular assignment! You and your team were all very responsive and helpful and I am very grateful to you all for your help."

SSA PROMOTIONS

EMPLOYEE NAME	CLASSIFICATION	DIVISION
ABRAHAM, REEJA ASHLEY	OFFICE SUPERVISOR C	ASSISTANCE PROGRAMS
ANASCAVAGE, BRITTANY NICOLE	SENIOR SOCIAL SERVICES SUPERVISOR	CHILDREN & FAMILY SERVICES
CALKIN, HEATHER SHOREAH	ACCOUNTING OFFICE SUPERVISOR II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
CENDEJAS-VAZQUEZ, MARIA ELENA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
CHAVEZ, JORGE	GROUP COUNSELOR I	CHILDREN & FAMILY SERVICES
CHILDS, MARC DANNON	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
DELGADILLO, CAMILLE MARELLA	SENIOR SOCIAL SERVICES SUPERVISOR	CHILDREN & FAMILY SERVICES
DOAN, MINH	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
GONZALEZ, SANDRA	ELIGIBILITY SUPERVISOR	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
HOSFELD, LAURA LYNN	GROUP COUNSELOR II	CHILDREN & FAMILY SERVICES
JAMES-GATEWOOD, LACRETIA C	SENIOR SOCIAL SERVICES SUPERVISOR	CHILDREN & FAMILY SERVICES
JIMENEZ, JACQUELINE ANGELINE	SENIOR SOCIAL SERVICES SUPERVISOR	CHILDREN & FAMILY SERVICES
KIM, VICKY EUNJI	SENIOR SOCIAL WORKER	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
LE, PHILLIP HONG	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
LEHMENKULER, MICHELLE ANN	GROUP COUNSELOR TRAINEE I	CHILDREN & FAMILY SERVICES
MARTINEZ, RAUL	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
NGUYEN, NHU QUYNH	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
PARUSHEV, OMAR ALEXANDER	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PAYAN, CELESTE CECILIA	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PRADO, OYUKY ARLIN	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
PRENDEZ, MARICELVA	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
QUINONES, IBETT	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
RAZO, DARLENE	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
SALINAS, MANUEL	DATA ENTRY TECHNICIAN	ASSISTANCE PROGRAMS
SIMPSON, DONNY	SENIOR SOCIAL SERVICES SUPERVISOR	CHILDREN & FAMILY SERVICES
SMITH, TRICIA LYNN	ADMINISTRATIVE MANAGER III	AGENCY ADMINISTRATION
SOTO, ELIZABETH R	STAFF SPECIALIST	CHILDREN & FAMILY SERVICES
STITES, KRISTEN TAYLOR	SENIOR SOCIAL WORKER	CHILDREN & FAMILY SERVICES
TINOCO, ADRIANNA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
TORRES, FERNANDO	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
VASQUEZ, JAVIER	OFFICE SUPERVISOR C	ASSISTANCE PROGRAMS
WIENS, MELISSA KATHLEEN	GROUP COUNSELOR I	CHILDREN & FAMILY SERVICES
WOLF, ILAN M	ADMINISTRATIVE MANAGER II	AGENCY ADMINISTRATION

LOOKING TO PROMOTE?

Be sure to stay up-to-date on current job opportunities here at SSA and throughout the County! To view current recruitments, sign up for job alerts and/or apply, click [here](#). For Frequently Asked Questions about the County job application process including links to practice online assessments, click [here](#).



SSA TODAY QUIZ

Congratulations to Randal Concepcion, winner of February's SSA Today Quiz! Randal was randomly selected among 27 respondents who answered all questions correctly and received some SSA/County souvenirs for his participation.

Did you know that April is National County Government Month? This month's quiz consists of five questions that will explore this annual celebration. Entries that have all five questions answered correctly will be entered into a drawing and the SSA Today Newsletter Committee will randomly select one lucky winner. Good luck!

To take this month's SSA Today Quiz, click [HERE](#).



SSA EXECUTIVE MEET & GREETINGS

The SSA Executive Team looks forward to seeing you at your office this year at their annual Meet & Greets! 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 & Greets:

MAY 2019



Location	Date	Time
Cypress Regional Center (CRC) 6100 Chip Avenue, Cypress Conference Room 3107	5/14/19	9:00-10:00 AM
Court Services 301 The City Drive, Orange MOB (3rd floor conference room)	5/30/19	11:00 AM-12:00 PM

CONNECT WITH US!



<https://twitter.com/OrangeCountySSA>



<https://www.facebook.com/OCSSA1>

SSA Today is distributed monthly by SSA's Strategic Communications, Legislation, and Policy Team (SCLPT) and is published by the SSA Today Newsletter Committee. To contact the committee, please email:

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