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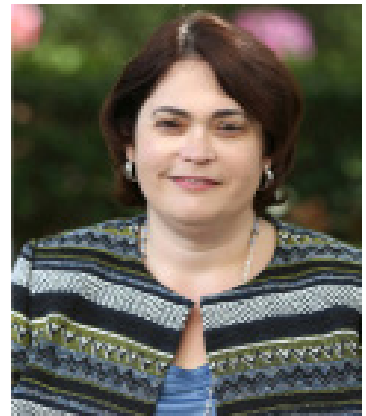
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## Director's Corner

BY DEBRA J. BAETZ

**G**reetings SSA, It wasn't so long ago that we were seeing the state and County lift many of the health restrictions related to COVID-19. This relaxation of orders gave us the impression that life was returning to a sense of pre-pandemic normalcy — we started to see each other's faces again and began talking about travel, weddings, family reunions and spending more time in person with our friends.

Within the past month or so, a familiar uncertainty has crept back into our day-to-day lives with the return of what feels like ever-changing restrictions and recommendations. What a difference a month makes. Like you, I sometimes feel as if we're moving one step forward and two steps back. But during these admittedly difficult and challenging times we need to try to remain focused on things that are within our control, such as continuing to be vigilant, not letting our guard down and



continuing to take the steps needed to remain safe.

Please remember, you are not alone. Our SSA family is facing this together, working through our unease and discomfort. There are things we can do to protect ourselves and our well-being and that of our loved ones. We can focus on our family, our work, our own health and how we interact with one another, treating ourselves and others with kindness and doing what we can to remain flexible and patient. And, while not always apparent, it is important we remember that all of us deals with some form of hardship from time to time.

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# Director's Corner

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I encourage you to check out SSA's Employee Assistance Program (EAP) web content and resources. In this month's EAP newsletter you will find a feature article titled, "Believe You Can," along with many online tips for managing stress, returning to work and more. I urge you to take advantage of this helpful and valuable content. Our EAP website is [www.resourcesforliving.com](http://www.resourcesforliving.com). The username is Orange County ca and the password is eap.

As I close this letter, please try to give yourself and others grace, and I hope you will take some time to enjoy this warm summer weather.

Be well,

Debra J. Baetz  
SSA Director

P.S. Our Community and Government Relations team is exploring a new template for

SSA Today in this issue, for a fresh, new look and feel. Let us know what you think of this month's design by sharing your vote below! Detailed comments may be sent to [ssacomm@ssa.ocgov.com](mailto:ssacomm@ssa.ocgov.com).

What are your thoughts on our updated newsletter?

(Click below to vote!)



Love it!



Needs Improvement

## Wraparound Orange County Celebrates 20 Years

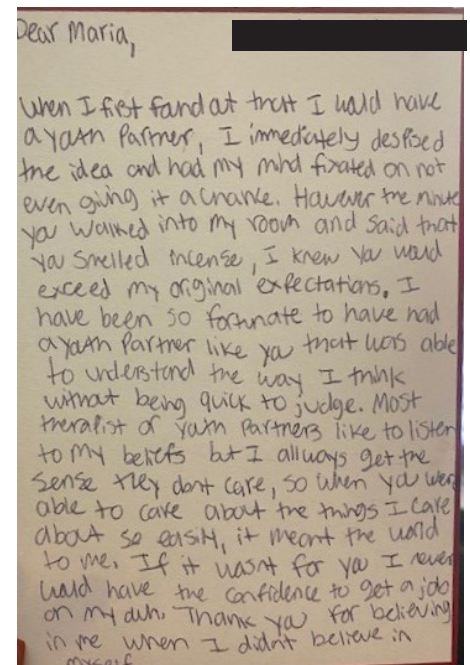
BY ARLENE ERICKSON

Since 2001, over 7,296 children and youth have received Wraparound Orange County (OC) services. Built on system-of-care values, Wraparound is a family and youth-guided, strength-based, outcome-focused collaborative process implemented by the County of Orange Social Services Agency's (SSA) Children and Family Services (CFS) division. The program provides individualized intervention and support to children, youth and families. Its goal is to help reunify families and help keep children and youth with their families or in family settings, in their communities with people who know and love them.

This year marks the 20th anniversary of Wraparound OC's establishment. On average, the program has enabled 80 percent

of youth to remain in a home-like setting. In its early years, about 850 dependents of the Orange County Juvenile Court were in congregate care. Today, that number has decreased to about 100 youth. Each Wraparound Team consists of a care coordinator, a parent partner and a youth partner forming what becomes an integral part of a family's Child and Family Team (CFT). The Wraparound Team assists the CFT with specific steps: discovering the youth and family's strengths, needs and culture; developing an individualized plan of care; leveraging natural supports to assist the family; and monitoring progress.

**Fun fact:** Wraparound OC was the originator of the state-mandated Child and Family Team Meetings and is a process CFS strongly believes has added to SSA's success and impact in the community.



A note from a client in appreciation of the Wraparound Orange County team.



# SSA Assists at HCA/ CalOPTIMA Vaccine Distributions



The SSA outreach team onsite to assist at one of the HCA/CalOptima events this year.

BY TAYLOR ADRAY

From May to July, the County of Orange Social Services Agency (SSA) and the OC Health Care Agency partnered with CalOptima to support community vaccine clinics and resource fair events for CalOptima members and the general public. At the Saturday events, members received COVID-19 vaccines and learned about additional resources available to families in need. SSA staff from both Assistance Programs (AP) and Family Self-Sufficiency (FSS) were on hand to connect members to additional resources.

The first event on May 15, 2021, marked the inaugural deployment of SSA's two new mini-Mobile Response Vehicles (MRVs) in the community. The mini-MRVs are used to further support outreach events aimed at assisting families and individuals throughout Orange County. These vehicles are equipped with Electronic Benefit

Transfer (EBT) card printers and satellite communications equipment used to connect to SSA's network. By having the mini-MRVs onsite, staff can complete applications for Medi-Cal, CalFresh, General Relief and CalWORKs from start to finish on the spot, as well as issue new or replacement EBT cards. At the CalOptima events, SSA staff were able to assist clients with new and pending applications and answer client questions regarding services they may be eligible to receive. SSA and CalOptima have a shared goal to link CalOptima members to SSA programs like CalFresh. Not all CalOptima members are aware they may also be eligible to receive CalFresh benefits, which help families and individuals access more nutritious food for a healthier lifestyle. SSA staff were also able to inform CalOptima members about other resources available to offer safety net services to the community.

Multiple staff members pitched in to ensure SSA's success at the CalOptima events. Thank

you to everyone who worked tirelessly on those hot Saturdays to serve our community. Your compassion, flexibility and positive attitudes were appreciated by all.



SSA Director Debra Baetz and Vice Chairman Doug Chaffee.

# OCFC Reception Team Spotlight

BY KRISTI FISKUM

Orangewood Children and Family Center (OCFC) is a 24-hour emergency shelter care facility, operated and owned by the County of Orange Social Services Agency (SSA). OCFC cares for children and youth who need out-of-home care due to being victims of abuse, neglect or exploitation. Employees work hard to provide a safe, welcoming and comfortable place for youth, their families and visitors.

The welcoming process begins with our OCFC reception team. Though a small team, this group of employees is dedicated to representing SSA's values of teamwork and integrity. They manage the OCFC reception and lobby seven days a week, 13 hours a day. We can't thank them enough for their hard work and positive attitudes when serving CFC clients and staff.



Emily Christianson, Connie Martinez, Maly Sen, Lisa Favela and Himani Arya

Over the last 15 months, this small but mighty group has been unwavering in their dedication to being OCFC's face to the community. At the start of the COVID-19 pandemic, all County lobbies were closed. However, due to the nature of the work at OCFC, these meetings required our reception staff to be available in person to accept deliveries, check in contractors and verify identification for anyone entering the facility on official business in order to ensure the security of staff and youth on campus, as well as welcome prospective caretakers who were picking up youth.

Throughout the pandemic, the Children and Family Services (CFS) Placement Coordination team continued to work placing youth with relatives and other caregivers. Without being able to complete fingerprints for placements, a backlog of individuals who needed to be fingerprinted began to build. The OCFC reception team was asked to resume the fingerprinting process in April 2020, which required team members to be physically close to each client (at a time when social distancing guidelines mandated staying at least six feet apart were in place). Although reasonably nervous to take on this workload during the early months of COVID-19, the entire reception team stepped up, scheduling appointments with clients following safety guidelines. However, with the initial closure of LiveScan services and a reduced three days per week fingerprinting schedule once operations resumed, the backlog of individuals requiring fingerprinting grew to 500.

As the team became more comfortable, they added more daily appointments and even requested that fingerprinting be expanded to more days, eventually making the suggestion to fingerprint caretakers who came to pick up a child from OCFC to streamline the process. Not only did this team demonstrate exceptional customer service, their positive attitude and creative thinking led to clearing the placement backlog in just two months.

In addition, the reception team worked with our administrative managers to put together personal protective equipment (PPE) kits for OCFC staff during the pandemic, all while keeping an eye on the lobby and checking identifications. The OCFC reception team demonstrated polished professionalism and genuine compassion while working with visitors and clients.

Even through these tough times, the team has provided unwavering and diligent continuous coverage. Without hesitation, they have swapped their shifts, changed their schedules and worked during the holidays. In challenging times, the level of customer service matters most and this team proved they are true servant leaders. Without them, the wheels would stop turning at OCFC.



# Anne Bloxom Retires After 33 Years at SSA

BY LIZZ MISHREKI

After an illustrious career that spanned two coasts and four decades, County of Orange Social Services Agency (SSA) Children and Family Services (CFS) Division Director Anne Bloxom retired in July after 33 years of service to the Agency.

Raised in Richmond, Virginia, Anne discovered her love of working with children when she taught children's swimming lessons at a summer job while attending Meredith College in North Carolina. Her first professional job out of college was as the director of a social services agency child development center for an Appalachian county in North Carolina. Anne admits that she was very young for the job. "The program was very successful, but I didn't know how I got the job," she said.

After a decade as a social worker and supervisor in Virginia, it became clear that working with children and families was her mission. That mission followed Anne when she packed her car up to move to Southern California.

"I set goals: get my master's degree, get my license in social work and move to a different part of the country," she reflected.

She hoped to work for a county whose values aligned with hers. In 1988, Anne found the right match at SSA as a Senior Social Worker, and later as a supervisor in Special Medical Programs, where she was responsible for a range of services for medically fragile children and their families.

She served as a key member of numerous workgroups and was assigned to the Orangewood Children and Family Center to develop policies and procedures. She led special projects related to the Drug Endangered Children Grant, working closely with the SSA's Emergency Response team as well as the Bureau of Narcotic Enforcement. In 2006, due in large part to Anne's efforts, SSA's CFS division was designated as a National Anchor Site by The Annie E. Casey Foundation. In 2017, Anne was promoted to the SSA executive team as the CFS Division Director.

"Anne's commitment to child welfare is truly inspirational," reflects SSA Director Debra Baetz.

**"She has never been afraid of fighting on behalf of her staff and the families they serve. She's been a vital member of our executive team and will be greatly missed."**

The most memorable part of Anne's career was seeing the devotion her staff have for the work they perform under her leadership. Anne has also made an impact of her four member Deputy Director team.

"Anne is a thoughtful and accomplished servant leader who consistently demonstrated a kind and calm demeanor across challenging circumstances and set a welcoming and steady tone among her team and within CFS," the deputies shared in a joint statement.



Anne Bloxom

When asked what professional advice she'd give to a younger self, it would be to trust your instincts, be yourself and have faith in your abilities. During her career, she admits being surprised at the opportunities she was given.

"I've found that people are often surprised where their careers take them, especially positions with increased leadership. I encouraged my staff to look beyond their perceptions of themselves and objectively examine their talents and abilities."

As for what's next on the horizon for this new season, Anne hopes to make healthy lifestyle choices and travel with her husband.

As she embarks on a well-deserved new chapter, we hope Anne realizes the lasting impact she has had on children, the community and her colleagues. Wherever the road takes her on her journey, Anne's SSA family sends best wishes her way.

# Beyond the Call: Exceptional Service in Action

## Nhi Luu

Office Technician/In Home Supportive Services

*Nhi Luu was nominated for her department's "You Rock" award in recognition for her hard work:*

**“***Nhi is conscientious, responsive, and always accurate. The support she provides IHSS Social Workers does not go unnoticed. IHSS appreciates her cheerful spirit and ability to easily light up someone's day.***”**



## Michelle Nguyen

Senior Social Worker, Adult Protective Services

*Michelle received the words of gratitude from a client's family member, as shared by her supervisor:*

**“***Michelle received a report on a client living in a hoarded house with no water and no electricity. The client's godparent reported that the client had not showered in 16 years, had mental health issues and had disconnected from the world. The hoarded house was condemned and with Michelle's encouragement and intervention, the client made the decision to leave the home on his own. The godparent wanted to thank Michelle for being kind and seeing the client as an individual. The godparent reported that with APS' help along with code enforcement, housing authority, the Centralized Assessment Team (CAT) and city attorneys, the client's life has been saved. The godparent wanted to thank Michelle for going above and beyond.***”**



## Sarai Portuguese

Eligibility Technician/Assistance Programs

*Sarai received the following words of acknowledgement from a supervisor:*

**“***I saw and heard Sarai providing excellent customer service to a customer with an urgent need at the window/triage. Sarai went above and beyond by assisting him with the correct resources on the phone in case other questions arose. Sarai truly wanted to make sure the client was assisted and didn't have to return to our office unnecessarily.***”**



# Beyond the Call: Execeptional Service in Action

## Norma Acevedo

Eligibility Technician/Assistance Programs

*Norma received the following words of appreciation from a customer, as shared by her colleague:*

“A client wanted to acknowledge the help you provided to him and his wife. The client stated you were professional and courteous and appreciated that you listened carefully to all his questions and responded accordingly. He stated he felt very comfortable with the explanations you gave about the program and empowered the customers with knowledge to ensure they will be able to manage their case going forward. The customer was most grateful for the excellent service you provided and stated you are an awesome employee on our team!”



## Adriana Cruz

Senior Social Supervisor I, Program Integrity/  
Appeals, Administrative Services

*Adriana received the following words of gratitude from a client:*

“Adriana Cruz did a wonderful job in getting us reinstated and I know she put in double effort. She does a great job; she was a great communicator. But above all, she has compassion. I just want to say thank you so much and kudos to her for a job well done. She did an outstanding job.”



## Jessica Houston

Senior Social Worker/Children & Family Services

*Jessica received the following words of appreciation from a supervisor:*

“Jessica is the primary point person for teenagers who are occasionally AWOL. She works to build trust with the youth who have been gone from their placements for significant amounts of time. Jessica will meet with youth out in the community. She implements harm-reduction practices. Jessica’s role presents an opportunity to make an in-person contact with the youth to evaluate their status and assist them with clothing or other basic necessities. She also attempts to counsel the youth in regard to their decision-making and encourages them to return to their placement. Jessica provides an invaluable service to these youth who are in need, as well as to the Agency.”





# Beyond the Call: Execeptional Service in Action

## Melissa Ratto

Senior Social Worker/Adult Protective Services

*Melissa was nominated by her supervisor for the Adult Service “You Rock” award for the month of June.*

“Melissa is fairly new to our APS family and has been a great asset to our team. Melissa is able to establish boundaries and work to de-escalate client emergencies and provide assistance. In addition, she has presented several challenging cases at the Elder Abuse Forensic Center with good results. Her casework and documentation is exemplary and she has established great relationships with colleagues and community partners. We are looking forward to watching her continue to flourish.”



## Sonia Rosales

Eligibility Technician /Assistance Programs

*Sonia received words of appreciation from a client, as shared by her supervisor:*

“Sonia gave very great customer service. She gives great attention to detail, explained everything in detail and is very nice. Thank you for constantly showing a positive attitude when assisting our customers. Great job, Sonia!”



## Cherie Marshall

Eligibility Technician/Assistance Programs

*Cherie received words of appreciation from a client, as shared by her supervisor:*

“Cherie was extremely patient, helpful and established a good connection with the client. Cherie checked into the client’s case, clarified information and answered all her questions. The client shared that she can’t usually check things on her own as she is a quadriplegic, but Cherie was able to take care of the client’s needs. The client recognized Cherie and our Agency, saying that without workers like Cherie, she would be limited in what she can do. Thank you for providing wonderful customer service to the most vulnerable of our community, Cherie.”

## Jose Arellano

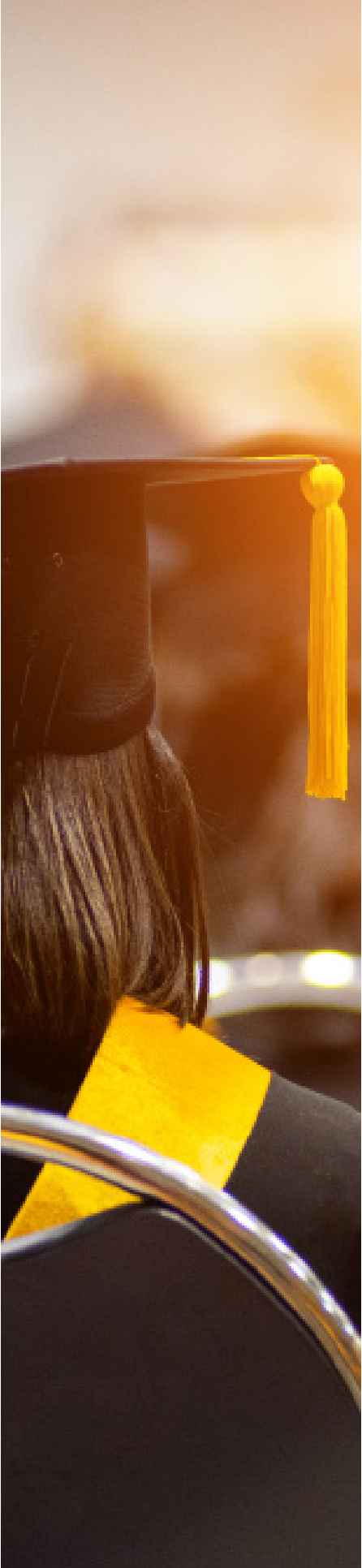
Eligibility Technician/Assistance Programs

*Jose Arellano received the following words of appreciation from a customer, as shared by his supervisor:*

“It was already hard to come ask for help but Jose made me feel comfortable and was kind. He provided all the assistance and resources available. Please note the exceptional job Jose did in assisting me in this difficult time. Jose was very helpful and informative regarding my benefits. I felt he went above and beyond my expectations.”



# Employee Educational Journey



**T**he County of Orange's Educational and Professional Reimbursement Program (EPRP) was designed to encourage employees to enhance their education and grow their professional skill sets to help them advance into positions of greater responsibility.

To set up an EPRP appointment or ask a question, please contact [eprpinquiries@ssa.ocgov.com](mailto:eprpinquiries@ssa.ocgov.com).

More information can be found in the current **EPRP policy and procedure** or by logging into **Eureka** and accessing the eLearn, "Educational & Professional Reimbursement Program (EPRP)."

Let's take a moment to recognize all SSA staff who graduated with an educational degree or certificate in the past fiscal year!

**Associate of Arts (and Paralegal certificate)**  
Laura Simental, AP

**Masters of Business Administration**  
Tommy Abbott, AP

**Bachelor of Arts of Criminal Justice**  
Jennifer Bustamante, AP

**Masters of Criminology**  
Erendira Cuevas Castrejon, FSS-AS

**Masters of Human Resource Management**  
Sahel Shajari, AP

**Associate of Arts (Human Services)**  
Melissa R. Vargas, AP

**Masters of Human Services**  
Andrea Gonzalez, AP

**Masters of Gerontology**  
Melissa Ruiz, FSS-AS

**Masters of Management and Leadership**  
Raul Ayala, AP

**Masters of Public Administration**  
Mariella Alvarado, AP  
Aaron Cornejo, AP

**Bachelor of Arts Human Development/Psychology**  
Monica Castro, AP

**Bachelor of Arts Psychology**  
Brianna Castellanos, AP

**Associate of Arts for Transfer (AAT) of Psychology**  
Jennifer Ahmad, AP

**Bachelor of Arts of Social Sciences**  
Alicia Martinez, AP

**Masters in Social Work**  
Alejandra Cervantes, CFS  
Natalie Bramlett, CFS  
Nicole Knapp, CFS  
Jorge Romero, CFS  
Frank Parra, CFS  
Alissa Jacobo, CFS  
Valerie Olson, CFS  
Danielle Rose, CFS  
Pablo Silva, CFS  
Jasmine Navarro-Marroquin, CFS  
Jeremy Rintalan, CFS  
Valerie Olson, CFS  
Jeanette Orozco, CFS  
Ashleigh Chambers, CFS

**Bachelor of Arts of Sociology**  
Chantal Romero, AP

If you are a recent graduate of a program in the past year and weren't acknowledged on the list above, please email [SSAToday@ssa.ocgov.com](mailto:SSAToday@ssa.ocgov.com) your name, the division you worked in, your degree or certificate and field of study and we will include you in a future issue.

# Employee Promotions

NAME	CLASSIFICATION	DIVISION
ALCANTARA, ANNETTE J	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
ALVAREZ, ADRIANA	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
APARICIO, SUSAN	SOCIAL WORKER I	CHILDREN & FAMILY SERVICES
ATTAALLA, PETER H	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
CAMARGO, NANCY	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
CLARK, ASHLEY CHRISTIAN	SOCIAL SERVICES SUPERVISOR I	ASSISTANCE PROGRAMS
COURTNEY, KENISHA ANTOINETTE	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
CRUZ, EDWARD CARRANZA	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
DAVILA, VERENICE VAZQUEZ	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
DE LA CRUZ, DAVID EDWARD	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
DIAZ, CLAUDIA LILIANA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
EILER, DAVID ALLAN	STAFF SPECIALIST	ADMINISTRATIVE SERVICES
ELENES, RICHARD	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
FONCECA, NOEMI GUERRERO	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
GARCIA, KARINA	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
GONZALEZ, GABRIEL	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
HAIDARY, AHMED MILAD KHAN	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
HARRIS, THOMAS B	SOCIAL SERVICES SUPERVISOR II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
HOEMKE, SARAH CARMEL	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
JUNG, JOANNE JU YEON	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
KARPAN, KIMBERLY S	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
KING, AMANDA LELEI	SR. SOCIAL WORKER	CHILDREN & FAMILY SERVICES
KRAMER, NICOLE THERESA	ADMINISTRATIVE MANAGER I	ASSISTANCE PROGRAMS
LOMELI, MAUREEN AMILIA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
LOPEZ, RANDY BENNY	STAFF SPECIALIST	ADMINISTRATIVE SERVICES
LOUW, ERICA MARIE CASTILLO	SR. OFFICE SUPERVISOR (C/D)	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
MADERA, MARIO ERNESTO	SR. SOCIAL WORKER	CHILDREN & FAMILY SERVICES

# Employee Promotions

NAME	CLASSIFICATION	DIVISION
MAGES, DANIEL KEVIN	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
MARTINEZ, ALEXANDER ERNESTO	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
MEDEARIS, KARLYNDA PATRICE	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
MEDINA, ELINA MARIE	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
MEGO, MARIE REGINA	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
NGUYEN, HANH T.N.	SOCIAL SERVICES SUPERVISOR I	ADMINISTRATIVE SERVICES
NORIEGA, MARIA G	ELIGIBILITY SUPERVISOR	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
OCHOA, ERIKA KARINA	SR. SOCIAL WORKER	CHILDREN & FAMILY SERVICES
ORNELAS, LAURA	EMPLOYMENT AND ELIGIBILITY SPECIALIST	ASSISTANCE PROGRAMS
OROZCO, VERONICA	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
ORTIZ, MARIA ESTHER	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PABON, CHRISTIAN LEE	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PALAFIX, AMAIRANY	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PARK, ELLEN	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PEREZ, JOE J	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
RAMIREZ, OSCAR	SOCIAL WORKER I	CHILDREN & FAMILY SERVICES
RENTERIA, YESENIA J	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
REYNOSO, ELIZABETH CHRISTINA	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
RIEGER, KATHERINE	SR. SOCIAL WORKER	CHILDREN & FAMILY SERVICES
RODRIGUEZ, MONICA SOTO	SR. SOCIAL WORKER	CHILDREN & FAMILY SERVICES
ROMO, JANET	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
SANCHEZ, JULIE	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
SHERMAN, ASHLEY COLLETTE	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
VARELA, JESSICA CARRATE	SR. SOCIAL WORKER	CHILDREN & FAMILY SERVICES
VICENCIO, NADIA	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES

**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](#).





# Carefree

## Resources to help you live a better life Aetna Resources For Living<sup>SM</sup>

You have unique needs. That's why we've got one-of-a-kind solutions.

### Short-term counseling to meet your goals

Everyone needs a little extra help now and then. You and your eligible family members can meet with one of our local counselors. It's free and confidential.

You can get counseling face-to-face or by televideo to help with issues like:

- Relationships
- Setting and reaching goals
- Stress and anxiety
- Work/life balance and more

➔ [Learn more about counseling services here.](#)

### Legal and financial services

Access legal and financial guidance from qualified professionals, including a free initial consultation for each issue.\* We can help you with goals like:

- Divorce and child custody
- Estate planning
- Debt and budgeting
- Identity theft
- Tax planning
- Mediation and more

You can even access our online legal and financial library.

➔ [Find out more about legal services here.](#)

➔ [Learn more about financial services here.](#)

\* Legal services beyond initial consults are provided at a reduced rate.



## Daily life assistance

The right resources can go a long way toward making your life easier. Save time and stress with worklife services.

We'll help you find:

- Child and elder care
- Caregiver support
- School and college planning
- Convenience services and more

All that adds up to a healthier, happier life at home and work.

➔ [Learn more about worklife services here.](#)

## Online resources

Healthy living tips are a click away. Just go to your member website to find:

- Articles on a wide range of topics
- Depression Resource Center
- Webinars and videos
- E-tools and more

Get information and ideas for living a happy, healthy and productive life. The website is available in both English and Spanish.

➔ [Learn more about your member website here.](#)

## The Discount Center

You have access to great savings nationwide. You can get reduced rates on:

- Brand name products
- Concert and event tickets
- Travel, hotels and car rentals
- Fitness and nutrition services and products

➔ [You can learn more about the Discount Center here.](#)

And remember these special features:

<b>Televideo counseling</b>	Meet with a counselor from the comfort of your own home with televideo services. <a href="#"><u>Learn more about Televideo counseling here.</u></a> ➔
<b>myStrength</b>	Register for a unique emotional wellness portal. It's easy. And it's accessible both online and on the go with the myStrength mobile app. <a href="#"><u>Get more details on myStrength here.</u></a> ➔
<b>Keep us in your back pocket</b>	Download the mobile app today from your device's app store. It's got lots of free resources like stress busters and a mood tracker. You can even read the latest monthly content from your member website while you're out and about. <a href="#"><u>See how you can use the app in this short video.</u></a> ➔

### Members are saying things like:\*

*"Reduce my stress? That sounded like a dream — until I learned about my benefits. Now I know who to call for help with things like finding child care, managing debt, saving on big purchases and more. I can talk to an expert when I'm feeling down or upset. Help is literally at my fingertips all the time. Thanks for the less-stress lifestyle!"*

Simply call or log on today.

\* This is a representation of member responses and does not reflect an actual participant.

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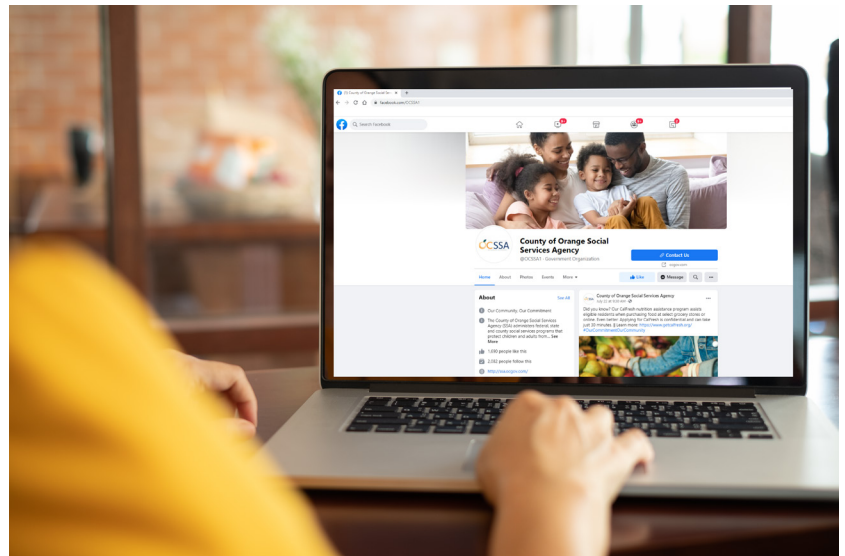
# In Memoriam

It is with great sadness that we share the passing of former CFS Deputy Division Director, Mary C. Harris, on Friday, July 23, 2021. Mary began her career with SSA in 1977, and separated in 2005 when she was hired as the Child Welfare Director in San Diego County. She held that position for several years, and retired about 10 years ago. While in Orange County, Mary was instrumental in the development of the Special Medical units and program, the Boys Town model at Orangewood, the implementation of Family to Family, establishing our CFS partnership with HCA to develop behavioral health supports through the CEGU and CCPU teams, the development of Wraparound OC and the unique financial structure to establish savings for reinvestment into other child serving programs, and the inception of our Diversion/Placement program to quickly assess and place children with relatives and those known to them. Many youth and families benefited from her contributions, and she will be missed.

A memorial service is planned for Saturday, September 11, 2021 at 9:00 a.m. at St. Margaret's Episcopal School, at 31641 La Novia Ave., San Juan Capistrano, CA 92675. In lieu of flowers, the family is requesting donations in Mary's name to Breakthrough San Juan Capistrano: <https://breakthroughsjc.org> or <https://breakthroughsjc.org/get-involved/donate>

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