

OCSSA TODAY

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

OC UNITED WAY DONATES TO SSA

The Orange County United Way has generously donated 30,000 cloth face coverings to SSA on behalf of In-Home Supportive Services (IHSS) caregivers throughout Orange County.

SSA's IHSS program provides supportive services to persons who are aged, blind, or disabled, are limited in their ability to care for themselves and cannot live at home safely without assistance. This includes persons who would be able to return to their homes from hospitals, nursing homes, or board and care homes, if they had help at home.



Pictured: Doug McKay, Debra Baetz, Vice Chairman Andrew Do, Susan B. Parks

Due to the increasing need for face masks and other personal protective equipment (PPE), SSA issued a request last month through its Senior Santa and Friends program and through the Emergency Operations Center Care and Shelter Branch for donations of face coverings and surgical masks as current supplies were insufficient to meet the needs of the nearly 30,000 IHSS providers in Orange County.

On June 12th, Orange County United Way President and Chief Executive Officer Susan B. Parks and Director of Engagement Strategy Doug McKay met with Orange County Supervisor and Vice Chairman Andrew Do and SSA Director Debra Baetz to present the donated face coverings at the Hall of Administration in Santa Ana. Vice Chairman Do applauded OC United Way for the donation as well as for the long history of collaboration between United Way, the County of Orange and its various departments to help provide services and support for residents in need.

SSA Director Baetz commented, "We thank Orange County United Way for this generous donation of face masks on behalf of IHSS providers during this very challenging time." She continued, "SSA, along with our IHSS recipients, understand the positive impact in-home caregivers make. With the COVID-19 pandemic, in-home caregivers are even more critical to helping maintain the good health and well-being of our most vulnerable residents."

The face masks were donated through Orange County United Way's Pandemic Relief Effort, which supports low-income individuals and families currently experiencing or at imminent risk of homelessness as well as vital social and human services.

The use of face masks by in-home care providers is critical to supporting the health and safety of higher risk adults and disabled recipients being cared for during the pandemic.

"Many elderly and vulnerable adults in Orange County rely heavily on in-home care, especially during this challenging time. From meal prep to help with mobility and making sure medications are filled and taken properly, their work is vital for these recipients," said Parks. "In-home providers are not often recognized and we would like them to know that Orange County United Way supports the critical work they perform as they continue to care for this population."

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ALL HANDS ON DECK FOR CARE PACKAGE ASSEMBLY

On May 28 and June 10, 2020, approximately 40 staff came together to help assemble 4,500 care packages for their fellow SSA employees, with Centralized Operations warehouse staff supporting frequent deliveries of supplies throughout each day. The care packages were distributed to SSA staff working in the office as well as those who are telecommuting and splitting their time between home and the office. The kits, which included hand sanitizer, disinfecting wipes, protective gloves and a cloth face covering, are part of the greater effort to assist staff with keeping their work areas clean as well as ensure safe and successful re-entry efforts. A tremendous thank you to all staff who volunteered their efforts towards this special cause!



Pictured: Volunteers in the care package assembly effort, socially distanced, wearing face coverings and ready to assemble 4,500 kits for fellow SSA staff



Pictured: Care package volunteers carrying kits out for loading and delivery



Pictured: Staff receiving a care kit and extra treat at Laguna Hills Regional Center

KEEPING SSA SAFE THROUGH COUNTY COLLABORATION

Under the direction of the Agency's Department Operations Center (DOC), SSA recently collaborated with Orange County Fire Authority (OCFA) and Health Care Agency (HCA) to conduct N95 respirator fit test training for SSA staff, in compliance with a federal fit testing requirement for potential wearers of N95 respirators. N95 respirators provide enhanced protection for staff who work in field and in-home environments where close and direct client contact regularly occur. They also help protect staff from potential exposure to individuals considered high risk for COVID-19.



Pictured (front to back, left to right): Maribel Sillas, Mavy Ornelas, Brian Estrada, Jesus Robledo, Brittany Alvarado, Hai Tat, Huong Le-Transqu, Marina Nunez, Michael Espinoza, Nicole Ricafrente, Angela Gotts, Kristen Augustine-Medby, Garren Bell, Jill Lux
Not pictured: Andrew Byde, Mabel Gutierrez, Diana Capistran, Erendira Cuevas Castrejon, Amanda King, Debbie Guzman, Max Silvelio, Adrian Santillan, Jennifer Charette

Examples of staff who may potentially receive this personal protective equipment (PPE) include (but are not limited to):

- Caseworkers who transport COVID-exposed and COVID-positive youth
- Social workers who enter the homes of elderly clients who may be COVID-positive
- Orangewood Children and Family Center staff who help care for COVID-positive youth

Brian Samaniego of OCFA trained SSA staff volunteers known as the "Fit Testing Crew" (pictured above). The team comprised six trained fit testers, fit testing assistants, sign-in table greeters and a scheduler. Once this SSA core team received their training, they were deployed to conduct two and a half weeks of intensive all-day fit testing for SSA staff, beginning April 14, 2020. During this phase, the SSA Fit Testing Crew sized nearly 650 SSA staff for their N95 respirators. Prior to receiving their PPE, these identified staff were required to fill out a medical screening questionnaire, complete respiratory protection training and undergo the fit test to ensure the N95 is appropriately sized, forming an effective seal.



Pictured: Staff member gets fitted for an N95 respirator at the Eckhoff facility

The fit test trainings have made a resoundingly positive impact on SSA staff who received the N95 respirators. Social workers reported that knowing they had such PPE available to them, even if they never have to use it, gave them greater confidence about their safety and the safety of SSA clients when responding to unknown situations. SSA has now trained six additional staff testers who have embarked on Phase Two of fit testing for over 300 SSA staff. Phase Two is now two-thirds complete as of this writing.

The success of the fit testing process has been due in part to the close collaboration between OCFA, HCA, SSA's Fit Testing Crew and DOC staff members Lorraine Daniel and David Harper. Many thanks to all who worked tirelessly behind the scenes during this project to help keep SSA safe!

CENTRAL IT SERVICE DESK

Need technical support? The Central IT Service Desk is now answering all IT-related calls for SSA. You can call the Service Desk directly by dialing (714) 4IT-HELP or toll free at (844) 834-2449. Other preexisting help desk numbers will be discontinued in the near future.



Note: The SSA Systems Support Team (SST) continues to provide support for your CalWIN, CalHEERS, EFMS and MEDS system needs via the [E-Ticket Submission](#) process.

TRAINING IN A VIRTUAL WORLD

By Perla Cabrera, Social Services Supervisor I

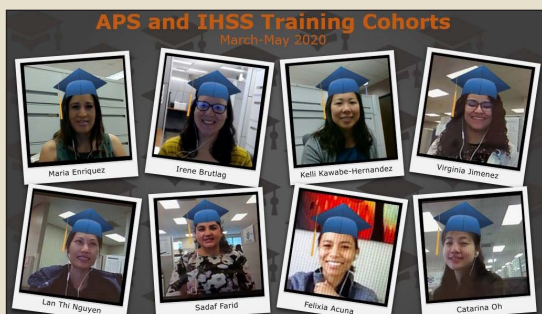
Many aspects of our County business processes changed drastically with the onset of COVID-19, one of them being how SSA's Training and Career Development (TCD) delivers training. Although navigating uncharted waters and within weeks' notice, TCD took on the challenge of tailoring training material to a virtual platform to allow for social distancing practices. TCD initially began by using Zoom and now is making the transition to the County's online training platform WebEx.

In an effort to meet the Agency's needs and serve its essential workers, TCD began delivering the following online induction trainings in March and April 2020: Non-Assistance CalFresh, In-Home Supportive Services and Adult Protective Services. A total of 74 trainees participated in the induction trainings with 20 percent of trainees teleworking and 80 percent in the office. As of May 2020, training and field advisory activities for Children and Family Services staff have also transitioned to virtual platforms.



Pictured: See list of names at bottom of article (please note that trainees were Photoshopped onto the above image in order to honor current public health guidelines)

Taking an online training course can be a new and at times daunting experience for trainees and trainers alike. However, TCD incorporated key features and online activities to enhance the learners' experience and offered online assistance to trainees when needed. Polling questions were used as knowledge checkpoints throughout modules, allowing trainees to respond anonymously. Breakout rooms proved to be an essential feature to facilitate CalWIN practices. Trainees were able to practice CalWIN entries in small groups guided by a trainer and receive one-on-one support. TCD also utilized C3 Softworks games and Google Quiz to provide knowledge checks and tests, which made learning interactive and engaging.



Top row: Maria Enriquez, Irene Brutlag, Kelli Kawabe-Hernandez, Virginia Jimenez
Bottom row: Lan Thi Nguyen, Sadaf Farid, Felixia Acuna, Catarina Oh

Despite the circumstances, many trainees were able to reflect positively and related to the expression, "Every cloud has a silver lining." One trainee realized that she could "learn even during trying times" and another shared that "flexibility was key and had learned how to adapt quickly" as a result of the training experience. Overall, the trainees were astonished at their ability to learn online and were pleased with the quality of their online experience and the individual attention received from trainers.

Although trainings were conducted virtually, some trainees were still able to experience a graduation ceremony. TCD trainers coordinated class pictures while practicing social distancing and presented certificates to the class online while dressed in graduation caps and gowns.

With successes and lessons learned, TCD looks forward to contributing to the professional development of staff and improving the delivery of training in this new virtual world.

NACF IIT Zoom Class of May 2020 pictured at upper right corner:

Top Row: Luis Ramirez, Kevin Samson, Christina Campisi, Mikhael Gonzales, Jaime Ornelas, Krysti Sederholm, Tomas Bueno
Second Row: Erika Sorto, Keylee Gonzalez, Maria Morales, Leonora Owuor, Esteban Ruiz, Gloria Burrola, Gabriela Renfrow
Bottom Row: Alma Chavez, Susan Aparicio, Marlene Diaz, Susan Gonzalez
Left Column: Esther Espinoza, Evelyn Villar, Jennifer Miranda, Juliarose Blauvelt, Danny Martinez
Right Column: Julio Sanchez, Justine Myrick, Reena Sharma, Wendy Chen Ito, Hiba Khaleefah
Not Pictured: Mahshid Ansari, Bridgette Dragoo, Omar Cornejo, Ty'Sharee Glover, Adrianna Dickson, Lily Claussen, Jessica Olive, Yessica Hernandez, Emilia Vasquez

WEAAD 2020: AGING IN THE COVID-19 WORLD

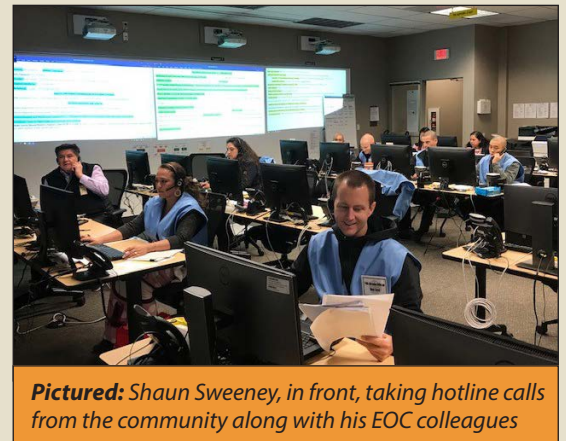


June 15th marked the 14th anniversary of World Elder Abuse Awareness Day (WEAAD), which is recognized nationally. This year, SSA's Adult Protective Services, other County agencies and community partners hosted the first virtual WEAAD event with the theme, "Aging in the COVID-19 World." What traditionally has been an all-day, in-person event was shortened to a two-hour online webinar event. Cybercrime District Attorney Rahul Gupta spoke about COVID-19 scams and Dr. Dung Trinh from Irvine Clinical Research differentiated between fact and fiction regarding COVID-19 and protecting yourself. Although our event was not in person this year, our virtual platform allowed for attendees to participate from all over the United States and the world. There were over 300 attendees, including some from Australia and New Zealand. You can view the recorded event [here](#).

Each year, approximately two million American seniors are abused, neglected or financially exploited. With COVID-19, this population is even more vulnerable due to the physical distancing and social isolation. All Orange County residents are strongly encouraged to report suspected abuse or neglect of an elder or dependent adult by calling the Adult Protective Services 24-hour hotline at (800) 451-5155. To find out more about elder abuse, click [here](#).

STORIES FROM THE FIELD: "WHAT ELSE CAN I DO?"

Recently, the Director's Corner received an email of gratitude from Eligibility Technician Shaun Sweeney, who shared his experience preparing for and supporting the County's Emergency Operations Center (EOC) that was activated in response to the COVID-19 pandemic crisis. Shaun began his career over seven years ago as an Eligibility Technician at the Anaheim Regional Center (ARC) where he was inspired by the Agency's call for servant leadership at work and in the community. *"At that time, I saw the EOC advertised on the safety board/wall at ARC. Rodney Waters (now a Staff Specialist with the Facilities and Emergency Management Team) was my safety mentor at the time and he spoke greatly about the EOC,"* shared Shaun. *"I saw it as a way for me to be able to jump to the need of the County should it ever arise."*



Pictured: Shaun Sweeney, in front, taking hotline calls from the community along with his EOC colleagues

Shaun began learning more about how he could assist Orange County residents beyond what he was responsible for doing in his current position. He became eligible to volunteer at the EOC after enrolling in and completing all of the classes required by the EOC, as well as getting certified to perform CPR, apply first aid and use an Automated External Defibrillator (AED). When the EOC was activated in March due to COVID-19, the opportunity came for Shaun to assist the EOC Hotline, which serves as the primary point of contact for Orange County residents during disasters and other emergencies and takes the burden off of 9-1-1 dispatchers.

"One of the best moments for me at the EOC Hotline was when a representative from a construction company called requesting to donate hundreds of protective suits to the Health Care Agency," shared Shaun. *"The call really lifted my spirits knowing this company wanted to donate their Personal Protective Equipment (PPE) to the first responders and health care professionals in Orange County. I also had the chance to connect homeless individuals stranded on the streets, help businesses navigate closing during the shutdown, assist vulnerable adults find help with their shopping, help frantic people with COVID-19 related symptoms and just be an ear for somebody to talk to."*

Shaun added, *"Even in pandemic times, there are opportunities to provide servant leadership. My motto of 'What else can I do?' has been rewarding, fulfilling and a journey to remember."*

YOUR MONTHLY MICRO-MINDFUL MOMENT

In a culturally diverse workplace, we sometimes see things differently and/or attribute different meaning to others' communication. Conflicts tend to occur when we think the lens through which we see the world is the right one or the only lens.

Take a moment to quietly think about someone who has irritated, upset or disappointed you; is it because they do not see things as you do? As author Stephen Covey [suggests](#), listen to understand before communicating to be understood.



CALWORKS FAMILY STABILIZATION PROGRAM

By Maritza Lara, Social Services Supervisor I

The CalWORKs Family Stabilization (FS) program provides a sense of stability for families while they are participating in the Welfare-to-Work program. Individuals are referred to FS when they disclose that they are undergoing a crisis that destabilizes their family and becomes a barrier to their success. Some of the many services FS offers include:

- Intensive case management
- Supportive services
- Domestic abuse services
- Employment support services-family basic needs, housing and utility assistance
- Individual or family counseling
- Homeless, shelter or housing assistance



Throughout the years, Family Stabilization has increased participant success by providing intensive case management and referrals to additional barrier removal services, such as Family Resource Centers (FRCs), the Housing Support Program (HSP) and other community resources and services.

Because homelessness is identified as one of several qualifying crises addressed by FS, the program works together with HSP, which addresses the needs of homeless families, providing housing identification, rent/moving assistance and case management services, with the ultimate goal of moving families into stable housing as quickly as possible.

Last quarter (January-March 2020), FS served 310 cases during this period. By lending a helping hand to end homelessness, SSA staff continue their important work in serving families and the community.



Pictured: Brenda Estrada and Olga Valdez

A CalWORKs recipient recently shared the following words of gratitude for Brenda Estrada, Specialized Case Manager for SSA's contract provider Maximus, as well as Olga Valdez, Family Stabilization-Family Support Specialist at the La Habra Family Resource Center, noting the positive impact of the Family Stabilization and Housing Support programs on the family's situation:

"I would like to thank Brenda and Olga with the Stabilization Program. A few months ago, my 15-year-old daughter and I were placed in the program due to being homeless. Brenda was down to earth and worked closely with me until I acquired a home. She provided me with every resource throughout our journey. She made sure we never saw a day on the streets. One of the resources I was given is a place called a FRC. The FRC is how I met Olga. Olga works closely with the Family Stabilization Program. Olga was so sweet and attentive with our needs. She also ensured my daughter and I never saw a day on the streets.

I want to thank you for all the hard work you do. I call them family members because when I had no one, they had my back. If we were hungry, Olga provided us with gift cards. If we needed shelter, Olga provided us with over four weeks of motel assistance. I never had to chase them down. Brenda and Olga checked up on me like a friend. I am now housed by the Illumination Foundation. Thank you. I could not have done it without you."

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



MICHELLE MAI, Eligibility Technician (ET)/Assistance Programs

ET Michelle Mai of Orange's Call and Processing Center was recently recognized by a customer, as shared by one of her supervisors:

"A customer wanted to pay a compliment to you for your incredible patience. He stated that he has been going through a difficult time and you provided such amazing customer service. He said he was brought to tears by your care and kindness. He said that he was blown away that someone would be so kind. Thank you, Michelle, for serving our community!"

FRANCES STEVENS, Information Processing Technician (IPT)/Children and Family Services

IPT Frances "Fran" Stevens was recognized as the CFS Employee of the Month for May 2020. The following comments were shared about Frances:

"As a new court worker, I cannot imagine doing this work without Fran's experience, reliability and kind support as a member of our team. Fran has often taken time out of her very busy day to encourage me and provide instruction in various Court and my unit specific procedures. After recently establishing our new Adoption program, Fran's responsibilities for our units of court social workers have almost doubled. Despite her increased workload, Fran has remained an advocate, ready and willing to assist her assigned (and temporarily assigned) units and co-workers with in-the-moment court requests."



"Frances is hardworking, dedicated, organized, kind, funny and keeps us on our toes. She is truly part of our team and the unit admires, respects and appreciates all she does for our unit and others. Most recently, Fran has had to adapt to all the changes as the Adoption Program was formed, the pandemic took hold and the only other typist position became vacant. What did Fran do? She took it on as a challenge and has strived to stay organized, file reports timely and keep things running smoothly. On top of her work ethic, Fran is kind, compassionate and generous to others, giving gifts for various holidays and events and always has a kind word or funny story to tell. She is one of a kind and we are happy she is ours! We don't know what we'd do without her!"

CRYSTAL TORRES, Employment & Eligibility Specialist (EES)/Family Self-Sufficiency & Adult Services

Intake EES Crystal Torres (not pictured) of the CalWORKs East office at Santa Ana Regional Center recently received the following message of appreciation from a client:

"From the bottom of my heart, I want to thank you for helping my family and I while we work to locate jobs and figure out what to do from the sudden financial losses with COVID-19. I was nervous to ask my husband to apply for assistance because I feel like we have so much already and there are homeless on the street. But he felt it was time and while we weren't sure if we would be accepted because it looks like we have so much, I broke down in tears when he told me the good news."

"Thank you SO SO MUCH! You may never truly know how much this means to me and I don't have the words to be able to describe it. Knowing that my child has healthy food, we have money towards rent and our phones won't be cut off is a huge weight off of my shoulders, which is also a weight off of my child because she hasn't slept so well the past few nights. I am grateful to and for YOU as your kindness and understanding has given me the ability to breathe. I hope to be able to pay it forward soon."



LIZETH CARSTENSEN, Eligibility Technician (ET)/Assistance Programs

ET Lizeth Carstensen of Orange's Call and Processing Center recently received some words of appreciation from a customer, as shared by one of her supervisors:

"A customer wanted to express her appreciation to you as you were able to figure out the issue with her case. You were very patient, professional and went above and beyond in order to resolve the issue. The customer stated you are awesome! Thank you for providing great customer service!"

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



SANDRA GUZMAN, Office Clerk/Family Self-Sufficiency & Adult Services

Office Clerk Sandra (Sandy) Guzman of the In-Home Supportive Services (IHSS) Public Authority (PA) was presented with Adult Services' You Rock Award for June 2020. The following comments were shared by her colleagues:

"I have to take the time to highlight what an incredible job Ms. Guzman has done on our shared cases. I am sure that she has a mountain of tasks on her desk at any given time. But, she always goes out of her way to help me in getting my clients the support that they need to ensure adequate care. Ms. Guzman is professional, polite and, above all, prompt on each and every request for assistance that I have made to her thus far. My clients all appreciate her efforts to deliver and/or process the requisite documents needed on their respective cases. She has made my short time with IHSS that much better and I cannot sing her praises enough."

"Sandy always comes to work with a positive, professional attitude and is respectful towards others. She provides quality customer service to both her coworkers and the public. When given a task, she gets it done efficiently and always strives for accuracy. Sandy deserves to be recognized for all her hard work and dedication to the PA."

MARIA CASTILLO, Employment & Eligibility Specialist (EES)/Family Self-Sufficiency & Adult Services

Continuing EES Maria Castillo (not pictured) of the CalWORKs West office at Cypress Regional Center recently received the following words of gratitude from a client:

"Mrs. Castillo, thank you very much for the information, it was very helpful. I called one of the numbers that you sent me and I received the help my mother and I needed. My mom is talking to her new therapist. Again, wholeheartedly, thank you very much!"



JAMES CARTER, Social Services Supervisor I (SSSI)/Agency Administration

SSSI James Carter of Program Integrity/Appeals recently received the following letter from a client's Authorized Representative:

"About 18 months ago, a dear friend to me was diagnosed with stage four throat cancer. As happens with cancer patients, a support system becomes necessary and to that end I became the power of attorney for both medical and general. Due to the many complex details of advanced stage cancer, it was necessary while at the hospital to sign up for Medi-Cal and also the Food Stamp (CalFresh) program.

Throughout this process, I found all of my questions and leadership needs were met by Mr. James Carter. Mr. Carter explained to me the various details of the procedure, be it paperwork to fill out, assessments needed, documents required or actually a hearing that became necessary.

Oftentimes, people take great time and effort to complain of an action or employee but rarely reach out with a good report. This letter is to commend Mr. Carter for his outstanding professionalism and for his willingness to assist me in many questions and dozens of phone calls. He is a pleasure to work with."

TONY PHAM, Employment & Eligibility Specialist (EES)/Family Self-Sufficiency & Adult Services

Continuing EES Tony Pham of the CalWORKs West office at Cypress Regional Center recently received the following words of appreciation from a client:

"Mr. Pham, I can't express to you what your help means to me and my family. With reduced hours at work because of COVID-19, your assistance will help with rent, utility bills and reading glasses for my daughter. Thank you again for all you have done for my family. You truly are making a difference!!"



BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

ELIZABETH REYNOSO, Eligibility Technician (ET)/Family Self-Sufficiency & Adult Services

ET Elizabeth Reynoso of the CalWORKs West office at Cypress Regional Center recently received the following words of gratitude from a client:

"I want to thank you for showing me kindness during these hard times. Your sincerity and kindness will never leave my heart. You assisted me with exceptional service, informing my daughter and I about opportunities we never knew existed! The opportunities you presented to me for my daughter has been extremely helpful as she has applied for scholarships! Your help has been invaluable to my family and I am thankful!"



From left to right: Edgar Hernandez, Dianne Breault and Pamela Young

DIANNE BREULT, PAMELA YOUNG and EDGAR HERNANDEZ/ Agency Administration

Administrative Manager I's Dianne Breault and Pamela Young of Contracts and Procurement Services, along with Staff Specialist Edgar Hernandez of Community and Government Relations, recently received the following recognition from a Deputy Division Director:

"I would like to acknowledge and give thanks to Dianne, Pamela and Edgar for their exceptional work on the Agreement for Supplemental Financial Support for Emergency Food Distribution Services. This contract provides needed funding to food banks to help impacted families due to economic hardship resulting from the current COVID-19 pandemic. The project required 'outside of the box' thinking and very fast turnarounds. Through their hard work and collaboration, they were able to develop, finalize, file and get this contract approved in just under three weeks! Their teamwork and creativity speaks to SSA's core values and shows their dedication to the SSA vision and mission! Thank you!!"

NOEMI DAGIO, Social Services Supervisor I (SSSI)/Family Self-Sufficiency & Adult Services

SSSI Noemi Dagio of the FSS & AS Policy and Quality Assurance team recently received the following words of recognition:

"Noemi is a kind person who exudes compassion. She is an extremely friendly and helpful staff member. She is warm and welcoming to all people, regardless of the situation. She is the glue that keeps any team together, especially in times of disagreements or stress. Noemi wins hearts with her easygoing spirit and we are truly lucky and blessed to have her on our team at SSA. Thank you for being an amazing steward of compassion."



SSA PROMOTIONS

EMPLOYEE NAME	CLASSIFICATION	DIVISION
GUTIERREZ, JORGE ANTHONY	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
PARGA, FRANCES NATALIE	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
TORRES, ERIKA ELENA	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
UMEDA, JULIANNE KEEMI	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES

COVID-19 RESOURCES

The Orange County Health Care Agency (HCA) has developed several helpful resources for the community to address concerns regarding the COVID-19 coronavirus. For the latest updates and information on COVID-19, please visit HCA's website at www.ohealthinfo.com/novelcoronavirus. For questions, call HCA's Health Referral Line at (800) 564-8448. For a repository of all SSA communication related to COVID-19, visit the Community and Government Relations Sharepoint page by clicking [here](#).

FREE COVID-19 Testing for Essential Workers

Appointments are available for FREE COVID-19 PCR diagnostic testing at OptumServe (State) sites in Buena Park, Orange, Santa Ana and San Juan Capistrano for symptomatic AND asymptomatic health care workers, first responders, social service workers and other essential employees who don't have access to testing through their health care provider or employer.

To make an appointment, please visit: Ihi.care/covidtesting or call 1 (888) 634-1123. To learn more about COVID-19 and testing, visit ohealthinfo.com/covidtest.



NEW

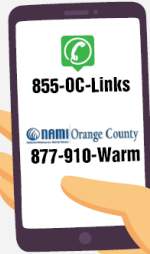
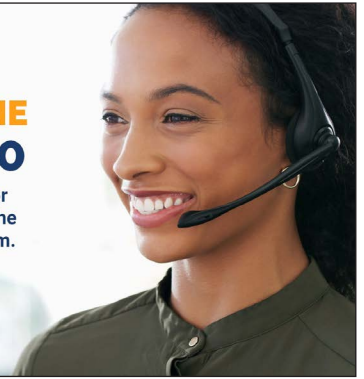


COVID-19 HOTLINE (714) 834-2000

For general questions, guidelines or information about COVID-19, call the hotline, M-F from 8:30 a.m. to 5 p.m. Or email your questions to Eteam@ochca.com.

www.ohealthinfo.com/novelcoronavirus

[@ohealth](#) [@ohealthinfo](#) [@ohealthinfo](#)



COVID-19 and Mental Health

- You may be feeling anxiety, worry, or fear related to the social disruption caused by COVID-19.
- Everyone reacts differently to stressful situations.
- If you or a loved one experience these feelings, you can reach out to the following resources for support.



You can call 1(855) OC-LINKS or visit www.ohealthinfo.com/oclinks Monday through Friday from 8 a.m. to 5 p.m. to talk or chat with a trained, clinical navigator.

The NAMI Warmline is also here to provide non-crisis support for anyone struggling with mental health concerns from 9 a.m. to 3 a.m. Monday through Friday and 10 a.m. to 3 a.m. Saturday through Sunday at 1(877) 910-WARM or www.namioec.org.

There is also great information available on our website. [We'll get through this.](#)

OC Health Care Agency – www.ohealthinfo.com/novelcoronavirus
Centers for Disease Control and Prevention – www.cdc.gov/coronavirus/2019-ncov

[@ohealthinfo](#) [@ohealth](#)

PROTECT YOURSELF AND THOSE AROUND YOU

PREVENT THE SPREAD OF COVID-19



Whether at home or at work, you can protect yourself and others from COVID-19 with these steps.



Stay home if you are sick. Do not go to work.



Wear a face cover at work or in public and can't stay 6 feet apart, or if you are sick at home and you are around others.



Keep your distance from others. Stay at least 6 feet apart.



Wash your hands often with soap and water for at least 20 seconds.



Clean and disinfect often, especially "high-touch" surfaces like phones, counters, and door knobs.



Cover coughs and sneezes with your arm or use a tissue. Throw used tissue into trash.



Avoid touching your face.

CONNECT WITH US!

We're on social media!

Follow SSA on Facebook and/or Twitter for the latest news, events and resources in the Orange County community!



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[@OrangeCountySSA](#)

SSA Today is published monthly by the SSA Today Newsletter Committee and the Community and Government Relations Team.

To download a submission form for the newsletter, click [here](#). To contact the committee, please email SSAToday@ssa.ocgov.com.

Do you have a question, comment or suggestion for the SSA Executive Team? Send an email to the Director's Corner at directorscorner@ssa.ocgov.com.



COUNTY OF ORANGE CALIFORNIA

Social Services Agency

Our Community, Our Commitment