

OCSSA TODAY

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

DIRECTOR'S CORNER

By Debra Baetz



Customarily, the summer months represent warm weather, time off from school, occasions to spend with friends and family and perhaps vacations or spontaneous adventures. COVID-19 and our response to this crisis have provided us with a decidedly different experience than we have ever faced before. While this summer may not be as eventful or lighthearted as others, it has given many of us a desire to reconnect and prioritize for those we love most.

Here at SSA, working through this situation has demonstrated our response to many difficult challenges, in new and innovative ways for the benefit of our Agency and our community. I am proud to observe the significant compassion and creativity you bring to your work every day for those we serve. This month's SSA Today edition will highlight many of these examples for you in more depth.

On June 22, to deliver quality and responsive services to the public, our Phase 1 re-entry and limited functionality reopening began at several of our regional locations. In addition, our Orangewood and Eckhoff locations reopened for limited visitations by appointment only. The County Community Service Center (CCSC) and CCSC Annex offices also reopened on July 6th with limited capacity by appointment only.

Phase 1 was designed to balance safety and the need to mitigate the spread of illness, by limiting in-lobby traffic to allow for social distancing while ensuring access for clients to receive assistance for their immediate needs. On average, over 57% of those arriving at our locations in-person have been assisted through our triage teams or by self-service and have not required entry into our lobbies.

In addition, for our benefit assistance programs (Medi-Cal, CalFresh, CalWORKs and General Relief) during the months of March-June 2020, we took in a total of over 117,000 applications, many of which were submitted online, through the SSA Call Center or by mail. This reflects a 25% increase over the same months in 2019.

Our Family Self-Sufficiency (FSS) staff collaborated closely with the Children and Family Services (CFS) division staff to conduct outreach calls with our California Work Opportunity and Responsibility to Kids (CalWORKs) clients from April through June. During this timeframe, over 22,300 calls were conducted to check on the welfare of our clients and their families and to identify and address their unmet needs. Calls generated referrals to additional public assistance programs, supports and services to ensure families received the resources they needed for their health and well-being.

SSA's Children and Family Services (CFS) and Adult Services (AS) continue to meet the needs of the community in multiple key ways. Staff operate the Child Abuse Registry (CAR) and Adult Protective Services (APS) Hotlines and our Emergency Response teams provide 24/7 mandated, immediate support. Social work staff from both CFS and AS are regularly going out into the field to ensure safety by completing in-person assessments of client homes as part of critical investigations. SSA is also regularly conducting outreach phone calls to our In-Home Supportive Services (IHSS) clients during the pandemic, and staff also operate a hotline for our IHSS clients who have immediate unmet needs. In addition, SSA urges the community to contact our CAR or APS Hotline if a vulnerable child or adult is at risk of abuse or neglect.

As SSA employees, we fulfill the needs of our community through our commitment to service. We work hard to make sure vulnerable children, seniors and adults are safe and able to thrive. We ensure families are able to bring food to their tables, support and encourage self-sufficiency and enable their accessibility to health care. Our shared tenacity, perseverance and fortitude will help us make a difference in the lives of others.

On behalf of the SSA Executive Team, thank you for the optimism, resourcefulness and selflessness you display daily in service to your colleagues and our community.

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SSA LOBBIES REOPEN TO THE PUBLIC



Pictured: Aliso Viejo Regional Center staff

On June 22, SSA reopened its lobbies to the public after being closed for 14 weeks. Phase I reopening with limited functionality ensures services are provided to clients while following CDC guidelines to keep SSA staff and the community protected during the ongoing pandemic.

Public assistance offices in Aliso Viejo, Anaheim, Cypress, Garden Grove and Santa Ana reopened with operating hours of Monday through Friday, 9:00 a.m. to 3:00 p.m. The County Community Service Center (CCSC) and CCSC Annex offices also reopened on July 6 with limited capacity by appointment only. Phase I for the Assistance Programs (AP) and Family Self-Sufficiency & Adult Services (FSS & AS) divisions offers in-person walk-up services to those with an immediate need while encouraging them to access online and/or telephonic services. For the Children and Family Services (CFS) division, the Eckhoff office and Orangewood Children and Family Center reopened for visits by appointment only, having seen 70 clients over the period of June 22-July 10.

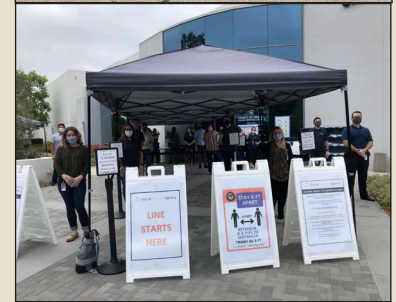
The approach for Phase I includes a dedicated triage team working outside determining client needs and responding to inquiries; a lobby team assessing capacity and directing clients to appropriate lobby windows and exits; and a window team comprising eligibility staff to help clients who need further assistance.

Clients are now taking advantage of alternate access points such as MyBenefits CalWIN online and the Call Center in greater numbers than ever before. Lobby traffic is stable and manageable since re-opening, which is attributed to the great work SSA staff is doing in carrying out this effort. Statistics for the period of June 22-July 10 for AP/FSS & AS show that approximately 3,000 of the 7,000 visitors to our open public assistance offices entered the lobbies, while 4,000 received or opted for immediate/self-services and did not require lobby entry. This is an 89% decrease in client traffic in our lobbies in comparison to 2019. The top three reasons for the current visits are general questions, request for an EBT card and new applications, with CalFresh being the most requested program.

Staff offered the following testimonies regarding the reopening of SSA's lobbies:

- "I observed my peers assisting the community and felt inspired to volunteer and assist."
- "I missed the interaction with the community and I am happy to be of service during this difficult time."
- "I am happy to make a difference. To be honest, this is the highlight of my day."
- "When the solicitation came out, I did not hesitate to volunteer to be of service."

Phase I reopening has run smoothly due to thorough planning and preparation by the numerous SSA staff who participated in this effort. A tremendous thank you to all for helping to make the reopening of our lobbies a success!



Top/bottom: Children & Family Services Eckhoff staff, Cypress Regional Center staff

YOUR MONTHLY MICRO-MINDFUL MOMENT



Summer naturally brings us outdoors as you sit on your patio, a park bench or a grassy spot in the park.

Practice "seeing" as you listen to identify what you hear -- both natural and created sounds, such as children playing, gardeners trimming the grass, others with keys, packages and cars leaving or returning home, or the natural sound of the bug you swat away. Listen to "see" rather than seeing to listen.

SSA & UNITED WAY PARTNER ON WEBINAR SERIES

By Kenya Avila, Staff Specialist

SSA and Orange County United Way partnered to co-brand a June public assistance benefit webinar series in multiple languages to reach out to families in need during the COVID-19 pandemic. Three webinar sessions were offered to the general public in English, Vietnamese and Spanish and a fourth session was delivered in English targeted to United Way staff, donors and community service providers. Nearly 110 attendees participated in the live sessions, and more dialed in to the on-demand recorded sessions as well.

SSA subject matter experts (SMEs) presented as follows:

- Amber Nowak, Phong Nguyen, and Hugo Melendez, representing Family Self-Sufficiency & Adult Services, opened each of their presentation sessions with an SSA overview, discussed the eligibility guidelines for the CalWORKs Welfare-to-Work Program and provided information about emergency child care resources.
- Yolanda De Avila, Nancy Thai and Kenny Rodriguez, representing Assistance Programs, presented on General Relief, Medi-Cal, CalFresh, Restaurant Meals Program, MyBenefits CalWIN and Covered California.



OC United Way's Senior Director of Economic Opportunity, Brenayle Toomer-Byas, shared the following, "Thanks for all of your incredible support. It was such a pleasure partnering with you and your team in offering the virtual Public Assistance Benefits workshops and I believe we more than met our initial goals of outreach and education. Please congratulate and thank Amber, Yolanda, Kenny, Hugo, Phong and Nancy on our behalf as well for their outstanding efforts – a job well done all around. We look forward to continuing to identify other ways to collaborate to advance projects and programs that assist individuals and families in our community in need."

SSA values and appreciates OC United Way for making this a successful collaboration. To watch the recorded webinar sessions, please click [here](#).

NEW LOOK FOR OC4KIDS WEBSITE

By Roylyn Burton, Community Program Specialist



The Children and Family Services division's Resource Family Recruitment, Development and Support (RFRDS) program is excited to announce the launch of the newly redesigned website, www.oc4kids.com. The new site features a streamlined design, improved functionality and clear and easy navigation.

RFRDS worked collaboratively with Binti, a software manufacturer specializing in the child welfare system, to build a new website that provides a rejuvenated "digital front door" for visitors interested in fostering, adopting or helping in other ways. In addition, the new website features improved navigation which enables visitors to access essential information quickly and efficiently. The comprehensive website displays concise content for both the prospective and seasoned resource parent. Information about the Resource

Family Approval process is conveniently linked to the home page while Agency and community resources are available via the resource tab on the header and footer menus. New website highlights include:

- Updated main menu architecture to help visitors find information they need more intuitively and efficiently
- Mobile responsive to a variety of devices
- Integrated social media buttons for Facebook and Twitter to foster improved and ongoing communication
- Interactive contact forms for post-adoptive inquiries and to connect with RFRDS staff for more information
- A dedicated resource page for current caregivers and staff with links to various Agency and community partner resources
- Enhanced design through strong use of photography, iconography and video coupled with fresh branding details including color and font

Visitors are encouraged to explore the new site and share feedback with RFRDS by e-mailing ResourceFamilySupport@ssa.ocgov.com. For future updates, follow @OCLetsFoster on [Facebook](#) and [Twitter](#).

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SSA GRADUATES DURING FISCAL YEAR 2019-20

Let's recognize all SSA staff who graduated with an educational degree/certificate between July 1, 2019 and June 30, 2020! Congratulations, graduates, on your amazing accomplishment!

<p>MELISSA ADAME, Senior Social Worker/CFS Degree: Master of Social Work Institution: California State University, Fullerton Date of Graduation: May 2020</p>	<p>PEGGY BRANDON, Data Entry Technician/AP Degree: Associate in Science-Medical Billing & Coding Institution: Ultimate Medical Academy Dates of Graduation: January 2020</p>
<p>SERGIO DIAZ, Eligibility Technician/AP Degree: Bachelor of Science-Finance Institution: California State University, Dominguez Hills Dates of Graduation: December 2019</p>	<p>MARIO BUSTOS, Administrative Manager II/AP Degree: Master of Business Administration Institution: University of California, Irvine Dates of Graduation: June 2020</p>
<p>YAZMIN GUERRERO, Eligibility Technician/AP Degree: Master of Science-Organizational Leadership Institution: University of Redlands Dates of Graduation: May 2020</p>	<p>RACHEL ESTAVILLO, Social Services Supervisor I/Admin Degree: Bachelor of Science-Human Services Institution: California State University, Fullerton Dates of Graduation: June 2020</p>
<p>SCOTT FRASER, Eligibility Technician/AP Degree: Bachelor of Arts-Business Administration Institution: California State University, Fullerton Dates of Graduation: June 2020</p>	<p>JESSICA LARA, Eligibility Technician/AP Degree: Associate in Arts-Liberal Arts Institution: Santa Ana College Dates of Graduation: June 2020</p>
<p>BRIAN CLARK, Administrative Manager II/Admin Degree: Bachelor of Business Administration Institution: Brandman University Dates of Graduation: June 2020</p>	<p>JENESSA GASTELUM, Information Processing Technician/CFS Degree: Bachelor of Social Work Institution: California State University, Long Beach Dates of Graduation: May 2020</p>
<p>INGRID HUNTER, Eligibility Technician/AP Degree: Master of Science-Organizational Leadership Institution: University of Redlands Dates of Graduation: April 2020</p>	<p>THAN NGUYEN, Eligibility Technician/AP Degree: Master of Business Administration Institution: Western Governors University Dates of Graduation: August 2019</p>
<p>JESSICA DIEGO, Data Entry Technician/AP Degree: Master of Science-Organizational Leadership Institution: University of Redlands Dates of Graduation: April 2020</p>	<p>NICKELL KEELING, Accounting Assistant II/Admin Degree: Associate in Science-Accounting Institution: Fullerton College Dates of Graduation: December 2019</p>
<p>DUSTIN LAM, Eligibility Technician/AP Degree: Bachelor of Science-Human Services Institution: California State University, Fullerton Dates of Graduation: May 2020</p>	<p>JESSE GUILLEN, Administrative Manager I/Admin Degree: Bachelor of Arts-Criminal Justice Institution: Brandman University Dates of Graduation: May 2020</p>
<p>MARISOL LEAL, Eligibility Technician/AP Degree: Associate in Arts-Liberal Arts (Social & Behavioral Science, Humanities & Communication) Institution: Santiago Canyon College Dates of Graduation: June 2020</p>	<p>SELENE LOPEZ, Eligibility Technician/AP Degree: Bachelor of Science-Human Services Institution: California State University, Fullerton Dates of Graduation: June 2020</p>
<p>DAVID MENDOZA, Office Supervisor C Degree: Bachelor of Arts-Business Administration Institution: California State University, Fullerton Dates of Graduation: June 2020</p>	<p>RUBEN MARCHAN, Eligibility Technician/AP Degree: Bachelor of Arts-Business Administration Institution: California State University, Fullerton Dates of Graduation: January 2020</p>
<p>LIZBETH MARCHAN, Office Technician/AP Degree: Bachelor of Arts-Sociology Institution: California State University, Fullerton Dates of Graduation: January 2020</p>	<p>ELIZABETH NAPOLES, Senior Social Worker/FSS & AS Degree: Master of Science-Organizational Leadership Institution: University of Redlands Dates of Graduation: May 2020</p>

(Continued on page 5)

SSA GRADUATES DURING FISCAL YEAR 2019-20

<p>CYNTHIA SANCHEZ, Accounting Assistant II/Admin Degree: Bachelor of Arts-Business Administration Institution: California State University, Fullerton Dates of Graduation: December 2019</p>		<p>BEVERLY MARTINEZ, Senior Social Worker/CFS Degree: Master of Science-Counseling (Marriage & Family Therapy, Professional Clinical Counselor) Institution: University of Phoenix Dates of Graduation: September 2019</p>	
<p>OSCAR RODRIGUEZ, Eligibility Supervisor/AP Degree: Associate in Arts-Liberal Arts (Social & Behavioral Science, Humanities & Communication), Associate in Arts Transfer-Psychology Institution: Santiago Canyon College Dates of Graduation: June 2020</p>		<p>ADOLFO SIERRA, Social Worker II/FSS & AS Degree: Associate in Arts-Human Services, Associate in Science Transfer-Business Administration & Associate in Arts-Liberal Arts Institution: Cypress College & Santa Ana College Dates of Graduation: December 2019 & January 2020</p>	
<p>MONIQUE MATAUTIA, Eligibility Technician/AP Degree: Master of Science-Organizational Leadership Institution: University of Redlands Dates of Graduation: April 2020</p>		<p>HENRY LE, Eligibility Technician/AP Certificate: Blockchain Technologies & Application for Business Institution: University of California, Berkeley Dates of Graduation: April 2020</p>	
<p>PAUL NGUYEN, Social Services Supervisor I/FSS & AS Degree: Master of Arts-Management & Leadership Institution: Webster University Dates of Graduation: December 2019</p>		<p>MARIA NORIEGA, Eligibility Technician/FSS & AS Degree: Bachelor of Science-Human Services Institution: California State University, Fullerton Dates of Graduation: August 2019</p>	
<p>CINDY PINEDA, Senior Social Worker/CFS Degree: Master of Social Work Institution: California State University, Fullerton Dates of Graduation: May 2020</p>		<p>SHIRLEY VALENCIA, Social Services Supervisor I/AP Degree: Master of Public Administration Institution: California State University, Long Beach Dates of Graduation: May 2020</p>	
<p>FEDERICO VINDIGNI, Eligibility Supervisor/AP Degree: Bachelor of Business Administration Institution: California State University, Fullerton Dates of Graduation: May 2020</p>		<p>AMY WHITELEY, Administrative Manager I/FSS & AS Degree: Master of Public Administration Institution: Brandman University Dates of Graduation: June 2020</p>	
<p>MARY SANCHEZ, Administrative Manager I/Admin Degree: Master of Science-Organizational Leadership Institution: University of Redlands Dates of Graduation: April 2020</p>		<p>AN TRAN, Chief Deputy Director/Admin Degree: Master of Business Administration Institution: University of California, Irvine Dates of Graduation: June 2020</p>	



COMPLETE YOUR OC HEALTHY STEPS!



Earn your OC Healthy Steps Wellness Credit today! All you need to do is complete the online Health Risk Assessment and Non-Smoking Attestation **by August 21, 2020**. The Biometric Screening portion of OC Healthy Steps has been waived for this year. You will need to register for a new account at ochsstaywell.com.

If you have questions, contact the StayWell HelpLine at (800) 492-9812, email ochealthysteps@staywell.com or use the chat bubble at the bottom right corner when you log in to the website portal.

CALWORKS EAST CELEBRATES FOURTH OF JULY

Earlier this month, SSA's CalWORKs East Region celebrated the Fourth of July with a photo collage to boost employee morale. Both staff in the office as well as those telecommuting participated in this celebration by submitting individual photos of themselves socially distanced, wearing red, white and blue color attire and showing their patriotic spirit for a Photoshopped "group photo."



This special submission comes just in time for the return of the SSA Today Quiz, with this month's topic: Independence Day! Check out page 11 for more details.

REOPENING OF THE FOSTER CARE AUXILIARY

By Kathy Harvey, President/Foster Care Auxiliary

The Foster Care Auxiliary of Orange County, a longtime community partner with SSA, has just experienced their longest downtime ever - and it has been tough! The COVID-19 pandemic has truly impacted their ability to:

- Help foster/adoptive/resource families in their struggles each month by providing necessities such as household goods, diapers and school supplies.
- Host the annual Springfest-Chili Cook Off, resulting in their first year without hosting the annual foster/adoptive/resource family picnic event-their first miss in 36 years.
- Operate their thrift store each day to earn income for their various programs to help foster/adoptive/resource families.



The Foster Care Auxiliary was formed in 1985 and began operating their thrift store in 1991. The present thrift store location has been active since 1998 and remains their main source of income. They are anxiously awaiting the re-opening of their thrift store, which is scheduled for August 1. If you would like to help the Foster Care Auxiliary get back on their feet so they can continue to help foster/adoptive/resource families, please consider, when cleaning out your closets, bringing the usable and resalable items that are in good condition to their store to help raise funds. The Foster Care Auxiliary will be accepting donations between 10 a.m.-2 p.m., Monday-Saturday after August 3. The Foster Care Auxiliary offers the following services:

- Baby gear lending program
- Computers for students in the foster care program
- Fun family events
- Educational scholarships
- Birthday corner
- Luggage program
- Academic tutoring for qualified youth
- Monthly distribution days of new items obtained from community resources
- Resource family liaison referral program for first time caregiver families
- Various free tickets to plays, sporting events, ballets, concerts, comedy clubs, etc.
- Thrift store with deeply discounted used donations
- A network of foster families to ask for support and help from
- And more!

All of these services are available through their thrift store, fundraisers and donations. Your support is greatly appreciated. For more information, contact Kathy Harvey at (714) 778-3383 or FosterCareAux@yahoo.com, or visit the Foster Care Auxiliary's [website](#) or [Facebook page](#).

Operation Santa Claus



Needs Your Help!
2020 Summer Online Donation Drive
July 24 – August 7

**Help Brighten the Day of a Child in
Foster Care or a Family in Need**

To make an online donation, please visit
ssa.ocgov.com/ssa_volunteer/donations/osc_donation



For questions or more information about Operation Santa Claus
or our Senior Santa and Friends Programs, please visit
www.ssa.ocgov.com/ssa_volunteer/santa or call (714)679-2438.

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

NORMA BARON, Eligibility Technician (ET)/Assistance Programs

ET Norma Baron of Orange's Call and Processing Center recently received the following words of gratitude from a customer's Authorized Representative, as shared by a supervisor:

"The Authorized Representative wanted to thank you for your great customer service. You patiently reviewed multiple cases with her. She stated that due to your great knowledge, polite and professional attitude, she felt it was an unforgettable experience. Thank you Norma!"



KRISTEN VARGAS, Senior Social Worker (SSW)/Family Self-Sufficiency & Adult Services

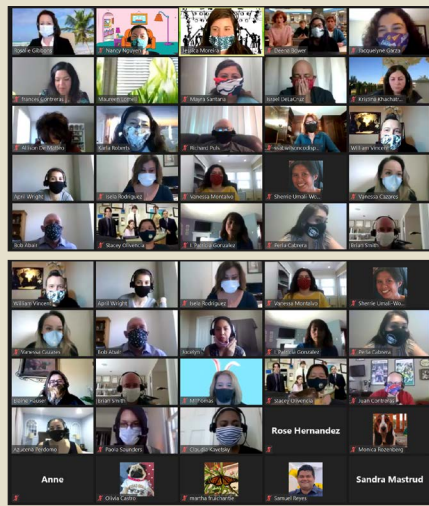
SSW Kristen Vargas of the Adult Protective Services program was recently recognized by a client's friend/caregiver:

"Mrs. Vargas' service delivery was, in a word - outstanding! Over the past several months, we have reached out for help from no fewer than two other agencies dedicated to the care of elders. They failed us. In despair and desperation, we turned to your agency for help. You succeeded whereas others fell far short of your gold-standard as delivered by Mrs. Vargas. She is professional, experienced, has industry-knowledge and she conducted a client evaluation as well as it can be done by anyone. I was in awe of her client-relations skills as well. Mrs. Vargas demonstrated polished communication skills including her body language, intonation, pace, words, and eye contact. She merged those skills with equally important attributes such as empathy, patience, humility and – possibly her key customer relations skill of all – she listens. In fact, whether she knows it or not, she is a natural at active listening. Mrs. Vargas used feedback, reframing, asked questions that were on point and validated the client's and our feelings. It was refreshing to observe her work. For what it is worth, if I were still teaching my customer relations course, I would absolutely use my experience with Mrs. Vargas as my "how-to" role-play scenario. She's that good."

SHAUN SWEENEY, Eligibility Technician (ET)/Assistance Programs

ET Shaun Sweeney of Orange's Call and Processing Center recently received the following words of gratitude from a customer, as shared by a supervisor:

"The customer asked to speak to a supervisor to relay how Shaun had provided great customer service in assisting him with his Medi-Cal (MC) case. He wanted to express his gratitude and to inform us that Shaun is an excellent call agent with a wealth of knowledge in MC. Thank you Shaun and keep up the good work!"



Training and Career Development (TCD) staff/Agency Administration

All TCD staff recently received their department's "Employee of the Quarter Award." The following comments were shared by TCD's administrative team:

"Over the past few months, TCD staff encountered numerous kudos, thank yous and go-teamwork messages! This is due to the department's "all in" mentality. As we've jumped into new waters of virtual training and teleworking, the department also made waves to modernize its training approach. Managers, supervisors, administrators, staff development specialists and trainers participated in a six-week Training Modernization Training for Trainers. Earning an Instructional Designer Certificate which covered best practices that corporate 500 companies and universities around the world follow. For this reason, the TCD Quarterly Award was dedicated to the whole department. TCD is "all in" with assisting the County and Agency with best training practices. Way to go TCD!"

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



MAY TSUI, Office Technician (OT)/Family Self-Sufficiency & Adult Services

OT May Tsui of the In-Home Supportive Services program was presented with Adult Services' You Rock Award for July 2020. The following comment was shared by one of her colleagues:

"I have known May for almost four years now. She has excellent character and is always friendly with all coworkers. She has a smile on her face, is always on time for her shifts and works hard. She has great computer skills and everybody in our unit loves her. She is patient and is never rude to clients. She loves teamwork, is always polite and is never absent. She is always happy to help and show others how to do something if they have questions about something that she is familiar with. She is a good trainer."

DONNY SIMPSON, Senior Social Services Supervisor (SSSS)/Children and Family Services

SSSS Donny Simpson of the Integrated Continuing Services program was recognized as the CFS Employee of the Month for June 2020. The following comment was one of many shared about Donny:

"During these uncertain times he has been a great leader in implementing teamwork while showing respect and excellence to new employees and seasoned workers. First, Donny is always available and responds quickly to crisis. I recently had a family that I needed to call in a child abuse report as there were allegations of neglect. The crisis continued after business hours and Donny processed the information and supported my decision. He listened, guided me, and allowed me to take as much time as needed. Second, Donny promotes teamwork by being a part of the unit. During these COVID-19 times he has been on top of all information coming in and has supported the unit by deciphering information and providing direction. This has been key in surviving these times and our unit is well trained and knows what is going on as Donny's leadership has continued. Donny understands how hard the job can be and respects and promotes teamwork by being present and supporting his unit members. He has been exceptional through this shared crisis."



DENA TURRIETTA-QUEVEDO, Social Services Supervisor I (SSSI)/Agency Administration

SSSI Dena Turrietta-Quevedo of Program Integrity/Appeals recently received the following words of recognition from a client's Authorized Representative:

"I have been working on behalf of my son with Dena in regard to a restoration of Medi-Cal coverage issue. I highly commend Dena for her professional conduct in this manner. More specifically, she: (i) was very considerate in listening to our concerns regarding the manner in which the County terminated his coverage; (ii) clearly had done her homework in reviewing the extensive, pertinent file material; (iii) went the extra mile in timely communicating back and forth with me; and (iv) reached the appropriate logical conclusion which was to restore coverage. I say this in part because of my 40 plus year as a municipal lawyer."

FAHIM NASRATY, Eligibility Technician (ET)/Assistance Programs

ET Fahim Nasraty of Orange's Call and Processing Center recently received the following words of gratitude from a customer, as shared by a supervisor:

"The customer wanted to thank you for the outstanding service you provided her today. You took the time to explain to her about her case and completed all the needed transactions. The customer was very impressed with your knowledge and appreciated your willingness to help. Thank you, Fahim!"



BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



SCOTT KENNIFER, Senior Social Worker, and MARIA ENRIQUEZ, Social Worker I/Family Self-Sufficiency & Adult Services

SSW Scott Kennifer (pictured left) and SWI Maria Enriquez (pictured right) of the Adult Protective Services (APS) program recently received words of appreciation from a client, as shared by a supervisor:

"Scott and Maria were conducting a home visit on one of our vulnerable adults. The client informed me that she was not the most polite at first with Scott and Maria, but that didn't change the professionalism and courtesy that Scott and Maria displayed. The client went on to say that despite her being guarded and impolite, Scott and Maria shared compassion and patience with her. The client went as far as to say that she wanted to apologize and let Scott and Maria know she was very happy about their visit despite not showing it. The client also indicated she was very appreciative of APS checking on the client and conducting this follow-up Quality Assurance call."

ITZEL LOPEZ, Senior Social Worker (SSW)/Family Self-Sufficiency & Adult Services

SSW Itzel Lopez of the Adult Protective Services (APS) program recently received the following words of recognition from a client, as shared by a supervisor:

"My other call involved praise for Itzel. The client was very distraught prior to Itzel coming out to visit her. The client stated that Itzel was "professional, kind, understanding and a good listener." She indicated that "it is very rare to have these positive interactions with services" and really wanted it to be known that Itzel has a "kind heart" and conducts herself in the "utmost professional manner." I couldn't agree more with this client. The client wanted to also let Itzel and myself know that things have settled down since Itzel came out and the resources were very helpful. Nice work, Itzel!"



SSA PROMOTIONS

EMPLOYEE NAME	CLASSIFICATION	DIVISION
ACOSTA, KRISTHYNA ELIZABETH	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
ANDERSON, FRANCINA LIDIETH	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
CARRAWAY, KENDRA JANE	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
DAVID, KRISSELDA AURORA AVEO	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
NGUYEN, HUY VICTOR NGOC	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
NIEVES, ANNETTE	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
OH, SEUNG EUN CATARINA	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PATTNAIK, ARUNDHATI	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
ROSALES, LILLIAN	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
TRAN, SAMANTHA THAO-LE	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
VU, TOM PHUNG KIM	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES

IN MEMORIAM

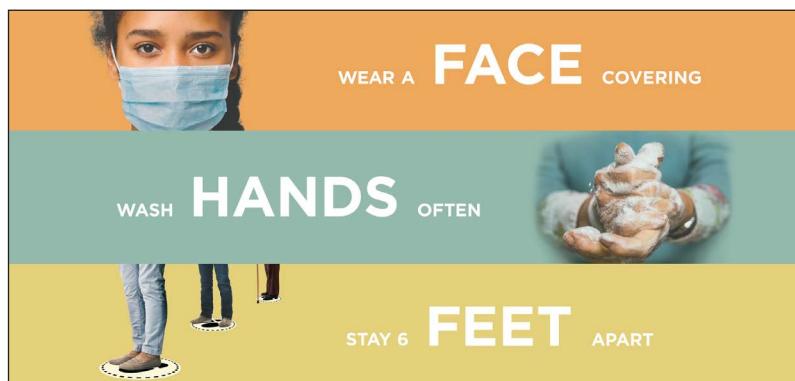



SSA would like to recognize the recent passing of the following former/current SSA employees. Please keep their family and friends in your thoughts during this difficult time.

Alan Roberts, former Eligibility Technician/Social Worker II
Brian Sekella, Eligibility Supervisor
Rodrigo Moroyoqui, Eligibility Technician

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.ochealthinfo.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](#).






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.ochealthinfo.com/novelcoronavirus

 @ohealth  @ohealthinfo  @ohealthinfo



SSA TODAY QUIZ

Congratulations to Maureen Dorwin, who was randomly selected as the winner of February's SSA Today Quiz on the topic of leap years! Maureen was one of 51 respondents who answered all five questions correctly.

How is your Independence Day knowledge? Test your knowledge of random facts about our nation's annual celebration on this month's SSA Today Quiz. Get all five answers correct and you may be randomly selected by the SSA Today Newsletter Committee to be featured in a future issue of SSA Today!



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

CONNECT WITH US!

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