

OCSSA TODAY

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

SUICIDE PREVENTION AWARENESS MONTH

by Rosemary Brown, Senior Social Services Supervisor

During this COVID-19 pandemic, some people may be feeling more stress and anxiety than usual. Some may also be experiencing depression, loneliness and thoughts of suicide. According to the suicide prevention website, suicideispreventable.org, "Every day in California friends, family and co-workers struggle with emotional pain. And, for some, it's too difficult to talk about the pain, thoughts of suicide and the need for help. Though the warning signs can be subtle, they are there. By recognizing these signs, knowing how to start a conversation and where to turn for help, you have the power to make a difference—the power to save a life."

**NATIONAL
SUICIDE
PREVENTION HOTLINE**

1-800-273-8255

**24-HOUR, IMMEDIATE,
CONFIDENTIAL TELEPHONE SUPPORT**

As September is Suicide Prevention Awareness Month, let's take a moment to reflect on this important topic. Pain is not always obvious; however, most people struggling with suicidal thoughts and feelings show signs. These signs may appear in the things they say, perhaps in their social media posts and through the things they do or do not do. If you see the warning signs, especially if these behaviors are new, have increased or are possibly related to a painful event, loss or change, this is the time to get involved. Start the conversation with the person you are concerned for and actively listen. It is important to provide reassurance while expressing your support. If possible, create a safety plan and agreement with the person. Most importantly, seek help. Getting help does not have to be a solitary endeavor. There are crisis lines, counselors, intervention programs and more for you and for the person experiencing the emotional crisis.

If you are in crisis or concerned about someone who may be at risk for self-harm, immediate, confidential telephone support is available 24/7. Call the National Suicide Prevention Hotline at 1-800-273-8255 for guidance, support and assistance. Learn more about the warning signs, how to talk about suicide and prevention resources at suicideispreventable.org.

*Sources for article: suicideispreventable.org and mayoclinic.org

CONTENTS

| | |
|--|---|
| SSA Spotlight: Systems Support Team | 2 |
| Employee Educational Journeys in SSA | 3 |
| CalWORKs Outreach Calls During COVID-19 | 3 |
| TCD Collaborates with OC Animal Care | 4 |
| Introducing SSA's OCIT Business Relationship Manager | 4 |
| Be Informed. Make a Plan. Build a Kit. | 5 |
| Your Monthly Micro-Mindful Moment | 5 |
| Get Your Flu Vaccine with OC Health Care Agency! | 6 |
| Beyond the Call: Exceptional Service in Action | 7 |
| SSA Promotions | 9 |
| In Memoriam | 9 |
| COVID-19 Resources | 9 |
| SSA Today Quiz | 9 |
| Connect with Us! | 9 |



SSA SPOTLIGHT: EXCELLENCE IN SERVICE

SYSTEMS SUPPORT TEAM

The Systems Support Team (SST), under SSA's Administrative Services Division, was established in 2005 to help facilitate SSA's transition from the Case Data System (CDS) and Greater Avenues to Independencies (GAIN) Information System (GIS) to the current automated eligibility determination system known as CalWIN. Fast forward 15 years, SST continues to support the Agency's use of CalWIN, but is also collaborating with the CalWIN/CalSAWS migration team as our Agency prepares to transition to the new statewide eligibility determination system known as CalSAWS.

SST is composed of one Administrative Manager II, two Administrative Manager I's, three Social Services Supervisor II's, 20 Social Services Supervisor I's (SST Analysts) and one Data Entry Technician. While SST plays a big role in supporting the needs of the Agency as it relates to CalWIN, this team also plays a critical role in addressing other system and operational needs across the Agency. This team of highly skilled individuals provides assistance to over 3,000 SSA employees on a variety of systems, which include: CalWIN, MEDS, CalHEERS, OnBase, MyBenefits CalWIN (MyBCW), CalWIN Business intelligence (BI), ebtEDGE, OCAT, SAVE, IVR and, most recently, CWS/CMS. In addition, SST also collaborates with community based organizations and Agency partners by providing access and training to CalWIN and MyBCW. This collaboration creates additional entry points in our community for the services we provide in order to ensure that our programs are easily accessible and responsive to our Orange County residents.



Top Row: Cecilia Hernandez, Oralia Perez, Keshia Islam, Guillermo Gonzalez
Bottom Row: Melissa Rodriguez, Kim Reed, Bruce Hutchinson (back), Elsa Orozco (back), Yvette Handford (back), Joao Martins (front) Patricia Zamarripa (front), Renee Ruiz
Not pictured: Allan Bryan, Ana Garcia, Angela Pagano, Carla Duran, Charles Fletcher, Chela Ruvalcaba, Daniel Escobedo, Dorena Shafiebieg, Edith Perez, Heather Lim, Kim Phung, Maria Hernandez, Nina Samkhem, Rocio Gonzalez, Sonia Ochoa

In addition to resolving CalWIN and other systems functionality issues, SST also:

- Tests, coordinates and supports CalWIN and CalHEERS Releases
- Develops and updates Covered CalWIN Informational Guides
- Develops and updates Resource Guides
- Coordinates CalWIN software upgrades for MyBCW, Access CalWIN and the CalWIN web application
- Provides hands-on systems functionality support for all systems users
- Collaborates with SSA Divisional Operations, Policy and Training and Career Development teams by leading and participating in workgroups, providing guidance on systems entries, testing systems functionality and developing/updating training materials
- Updates and maintains CalWIN Providers, including but not limited to: Child Care, Foster Care and Long-Term Care Facilities
- Updates and maintains the Employment Services subsystem in CalWIN for General Relief and Welfare-To-Work programs
- Tests and customizes CalWIN Business Environment Design Strategies
- Maintains CalWIN infrastructure
- Maintains security profiles and provides password reset support for all systems
- Coordinates software testing and support with OCIT
- Coordinates print vendor services
- Supports the ongoing conversion efforts of electronic forms to PerfectForms
- Supports Regional Liaisons and Coordinators through troubleshooting and training on systems issues
- Ensures relevant systems information is communicated to SSA employees and partners

Through all of these efforts, SST demonstrates its ongoing commitment to provide SSA employees and partners with exceptional support and resources needed to deliver responsive services to residents of Orange County. For additional information and helpful tools, please visit [SST's Intranet site](#).

Congratulations to the Systems Support Team on being selected as the SSA Spotlight for September 2020!

EMPLOYEE EDUCATIONAL JOURNEYS IN SSA

This column is a recurring feature in SSA Today that highlights the experiences of SSA staff in overcoming the challenges of work/life balance while achieving their educational goals. To share your story, download the SSA Today submissions form and "Educational Journeys" writing template [here](#).



Pictured: Ingrid Hunter

What is your name and current position? *My name is Ingrid Hunter and I am an Eligibility Technician at Orange's Call and Processing Center.*

What is your educational background and career goals? *I have a Bachelors of Arts in Communications from California State University, Fullerton and recently completed a Master of Science in Organizational Leadership at the University of Redlands. My goal was to obtain my master's degree and promote within the organization. Although promotional opportunities seem to be limited at the moment due to COVID-19, I know that tough times do not last for long and I am very optimistic about the future.*

Why was it important for you to achieve your educational goals? *Achieving my educational goal was important because I wanted to show my children, as well as my coworkers, that it can be done. I like to inspire others around me to do their best.*

What challenges have you encountered with work/life balance while pursuing your higher educational goals? *During my pursuit of higher education, I suffered the loss of both my grandmother and my mother; however, I knew that they would have wanted me to continue and I know now that they would be extremely proud of me.*

What tips do you have to share for success in achieving your educational goals while working at SSA? *The best advice I have is to never give up no matter what obstacles you may face. Utilize the resources that the County offers. Find a mentor or a friend you can go to when you have issues and believe in yourself. In the beginning, it can be scary, but you will make it through.*

What advice do you have for staff who are on the fence about going back to school? *Going back to school is an awesome choice; it is a great way to enhance your skills as well as network with others.*

CALWORKS OUTREACH CALLS DURING COVID-19

by Tassiana Mervilus, Administrative Manager I



In response to the COVID-19 pandemic, SSA's Family Self-Sufficiency & Adult Services (FSS&AS) division joined forces with Children and Family Services (CFS) division staff to conduct critical California Work Opportunity and Responsibility to Kids (CalWORKs) outreach calls beginning May 2020. This ongoing outreach effort is focused on the safety and well-being of CalFresh and In-Home Supportive Services (IHSS) minor recipients, CFS families participating in Voluntary Family Services and Family Maintenance Services, along with referrals from closed Emergency/Differential Response cases. While families are doing the best they can to cope with school and workplace closings, stressors like lost income, distance learning challenges, lack of child care, food insecurity and the need for access to healthcare and other resources can take an emotional toll. CalWORKs

outreach calls help to provide wellness check-ins by engaging clients to identify the need for CalWORKs services and supports or other public assistance benefits and/or safety net programs and community services that could provide critical help during these challenging times.

During the calls, SSA staff facilitate referral of clients to CalWORKs — which provides temporary cash assistance for basic needs, education, employment and training programs to assist families in moving toward self-sufficiency, including supportive services such as child care, and to encourage program participation and parental responsibility. FSS&AS staff then follow up with families to review the eligibility and processing of CalWORKs applications. From May to August 2020, 46,271 total outreach calls were made by 392 staff. From these calls, approximately 8,400 SAWS1 applications were submitted (SAW1 is the initial application for CalWORKs, Refugee Assistance, CalFresh, Medi-Cal and other health care programs).

SSA is proud of this ongoing successful collaboration between FSS&AS and our CFS divisions to check in on Orange County families and answer the call to help with essential support and resources.

TCD COLLABORATES WITH OC ANIMAL CARE

by Jessica Moreira, Senior Staff Development Specialist



Pictured: Lt. Link demonstrates defensive techniques with Digby

In October 2019, SSA's Training and Career Development (TCD) began partnering with OC Animal Care to develop the online Canine Bite Prevention Training. Previously offered in-person, the training educates field workers on how to assess surroundings, identify warning signs, de-escalate situations and protect themselves from an aggressive canine.

TCD Staff Development Specialist Deena Bower jump-started by researching best practices for filming a presentation, referencing professional TED Talks and exploring filming and editing techniques involving lighting, camera angles, microphones and timeframes. According to research, video training is most beneficial when used to demonstrate an action to an audience. Canine Bite Prevention is a great example of how video can help increase training effectiveness — by capturing the presenter demonstrating how to stand and protect yourself while coming into contact with an aggressive canine.



Pictured: Deena Bower

Through research, Deena also discovered the importance of switching the image on the screen every 60 seconds or less to keep the brain engaged. To maintain the audience's attention, Deena set up three cameras at different angles with the help of Community and Government Relations Staff Specialist Chi Pham to film the subject matter expert, Lieutenant Jamie Link, Supervising Animal Control Officer. Multiple camera angles, combined with PowerPoint slides, provided opportunities to switch the image on the screen regularly, a technique that is time consuming during post-production editing but effective when reaching a virtual audience.

Deena shares, "It was a rewarding experience to work on this video for SSA (and not just because I got to play with cute dogs). I learned a lot about lighting, recording and editing, and I came away with inspiration for future projects. Videos are a great format for collaborating dynamically between agencies and allow us to reach a wider audience through engaging material that help us to showcase on-the-job examples and effectively demonstrate techniques to a large group of learners. I look forward to bringing more exciting trainings to staff in the future!"

You can view the Canine Bite Prevention training by searching for it on Eureka or by clicking [here](#).

INTRODUCING SSA'S OCIT BUSINESS RELATIONSHIP MANAGER



With the transition of SSA's Information Technology teams to OCIT Shared Services, our Agency has been appointed an OCIT Business Relationship Manager (BRM)—Scott Holstein. He will help guide us through the transition as well as assisting us with our IT needs and how to best leverage technology as we look towards the future of servicing our community.

Years of Service with the County of Orange: 24

Areas Covered in Your Position: *The role of the BRM is unique to OCIT and the County. Think of this role as an account manager for technology services provided by OCIT. The BRM partners with the OCIT Service Areas to make sure that the technology being delivered to SSA is in alignment with business needs and strategic objectives.*

Previous Experience: *Prior to working with the County, I worked in the retail management industry. I started my County career with the District Attorney Family Support Division which ultimately transitioned to Child Support Services (CSS). I joined the CSS-IT team in 2001. Since the start of OCIT Shared Services in 2015, I served CSS and OC Waste & Recycling (OCWR) as their Business Relationship Manager. I am excited for the opportunity to serve SSA.*

Fun fact about you (hobby, favorite food, movie, sports team, etc.): *I am a die-hard Barry Manilow fan (aka a "FaniLow").*

IT tips for staff: *In our day-to-day activities, we discover new ways to use technology to accomplish tasks. I find great value when we share our experiences using technology with our peers. Do not hesitate to share your technique using Excel to crunch numbers or how you organize your e-mails in Outlook. Technology is great but what is greater is how we use it together to succeed.*

BE INFORMED. MAKE A PLAN. BUILD A KIT.

by Kenya Avila, Staff Specialist

September marks National Preparedness Month. While some incidents, like the COVID-19 pandemic, may be difficult for us to imagine, the events of this year have shown us the need to be as prepared as possible for any emergency. As we find ourselves at home more often, there is no better time than now to take action. It is important to spend time talking with family and loved ones to help plan for the unexpected.

SSA Assistant Emergency Manager Diana LaRusso shares, "The pandemic has, without question, taken a toll on each of us. We have been forever changed as individuals, as a community and a country. Most of us never imagined living through something so profound it would literally touch our personal, professional and financial futures to such a degree. COVID-19 has left us sitting upright and truly paying attention for the first time to what it means to be prepared." Diana continues, "You have now experienced a disaster! Think about it. What do you wish you knew? How could you have been more prepared? As we continue to navigate this pandemic and respond to all the barriers it has thrown in our direction, we need to know we are not immune to another disaster coming our way. We want to urge you to be even more prepared if an earthquake, fire, flood or other emergency disaster strikes our community. Please take some time to review some tips from [ReadyOC](#) on how to Be Informed, Make a Plan, and Build a Kit. Your best defense to any disaster or emergency is YOU! Spread the word."



Be Informed: Learn about the top five local disasters in Orange County by visiting [ReadyOC](#), which provides resources and guidelines from local emergency management agencies and organizations about taking safety precautions. You can also download the [ReadyOC app](#) on your phone. and sign up with the [AlertOC](#) mass notification system to receive time-sensitive voice messages, text messages and email notifications for local emergencies around your home and work area.

Make a Plan: Communicate with your loved ones about the types of emergencies that are most likely to happen where you work, live and play. After doing so, create a plan for before, during and after a disaster strikes. Your plan may need to be tailored for family members with disabilities or pets who rely on you to provide care and ensure their safety. Equally as important is to make sure to practice your plan to develop muscle memory, so you know how to react when a disaster happens.

Build a Kit: Assemble a kit in advance with essential items that are needed for at least three days. A checklist of emergency supplies and documents can be found at [ReadyOC](#) that can be tailored for your personalized kit. Include supplies such as extra face coverings, hand sanitizers, and disinfectants to keep your family and yourself protected from COVID-19. Consider building multiple kits so you have supplies for your home, work and car.



It can be frightening to know that a disaster can occur at any moment. By taking action, talking to your loved ones and planning ahead, you are working to face a crisis safely, when and if one hits. Visit [AlertOC](#) and [ReadyOC](#) and for more information and resources.

YOUR MONTHLY MICRO-MINDFUL MOMENT



Where we are in our career today is, in part, a result of many people who have played large and small roles in our trajectory. So at least once a week, bring to mind someone who has contributed to who and where you are today. Consider sending this person an email, a text, a phone call or a written thank you note. The moment you take to thank another for influencing, coaching or supporting you is a much-appreciated gift and a valued affirmation.

GET YOUR FLU VACCINE WITH OC HEALTH CARE AGENCY!



OC Health Care Agency/Employee Health Services 2020 SEASONAL FLU VACCINE SCHEDULE

NO COST to ALL COUNTY OF ORANGE EMPLOYEES, VOLUNTEERS & INTERNS with COUNTY ID
ALL LOCATIONS REQUIRE AN APPOINTMENT & WEAR A FACE COVERING

Click to make appointment: <http://ohealthinfo.com/fluappt> or call Employee Health Services at (714) 565-3780

DRIVE-THRU FLU SHOT CLINIC

Civic Center Garage

445 W. Civic Center Drive, Santa Ana, CA 92703 (See attached map)

Stay in car. No walk ups. Appointment required.

MONDAYS – 8:00 A.M. – 12:00 P.M.

October 5th, 19th, 26th, November 2nd, 9th

WEDNESDAYS – 8:00 A.M. – 12:00 P.M.

October 7th, 14th, 21st, 28th, November 4th

WALK-IN CLINICS - Appointment required

| | | |
|--|--|------------------------|
| October 7th Wednesday | Health Care Agency Public Health Clinic, Bldg. 50A 1725 W. 17th St., Santa Ana Employee West Patio | 8:00 A.M. – 12:00 P.M. |
| October 13th Tuesday | Health Care Agency Headquarters (next to) 301 W. 5th St., Santa Ana Parking Lot P8 Roof 4th Level | 8:00 A.M. – 12:00 P.M. |
| October 15th Thursday | Health Care Agency Public Health Clinic, Bldg. 50A 1725 W. 17th St., Santa Ana Employee West Patio | 8:00 A.M. – 12:00 P.M. |
| October 20th Tuesday | The City Drive 341 The City Drive, Orange In front of Orangewood Children and Family Center Corner of Justice and Hospital | 8:00 A.M. – 12:00 P.M. |
| October 22th Thursday | Eckhoff Complex 744 N. Eckhoff St., Orange Driveway Back Lot | 8:00 A.M. – 12:00 P.M. |
| October 27th Tuesday | SSA Aliso Viejo Regional Center 115 Columbia, Aliso Viejo Parking Lot | 1:30 P.M. – 3:30 P.M. |
| October 29th Thursday | Environmental Health Services 1241 E. Dyer Road, Suite 100, Santa Ana Back Lot Parking Area | 8:00 A.M. – 12:00 P.M. |
| November 3rd Tuesday | Osborne Bldg., 300/Gates Bldg. 320 300 N. Flower St., Santa Ana Outdoor Breezeway | 8:00 A.M. – 12:00 P.M. |

Times and dates are subject to change based on vaccine availability, check this link for information: <http://ohealthinfo.com/employeehealth>

Don't worry about the flu, too



BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



LIEN NGUYEN, Employment & Eligibility Specialist (EES)/Family Self-Sufficiency & Adult Services

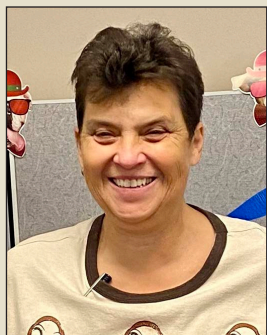
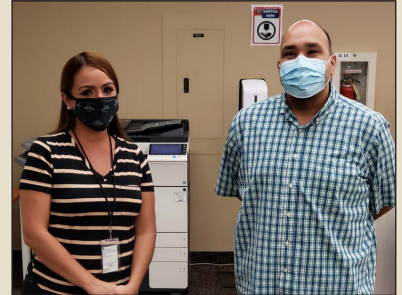
Continuing EES Lien Nguyen of the CalWORKs office at Santa Ana Regional Center recently received the following e-mail message from a client:

"This e-mail is to thank you for all of your patience and assistance in my case. I know you are so busy in your job but you always answered me very politely, respectfully and knowledgeably. Wishing you all the best things in your life. I will never forget you."

SANDRA ANAYA and RICHARD PEDROZA, Office Technicians (OTs)/Assistance Programs

OTs Sandra Anaya and Richard Pedroza of Anaheim Regional Center (ARC) recently received the following words of appreciation from ARC's FSS Regional Manager, Liz Rivera:

"I wanted to say how much I appreciated Richard and Sandra's help with a couple of late CalWORKs clients. We had a couple of unique situations that required special handling; these two did not hesitate to assist and they also patiently provided support until we were able to address the client's needs. This was a case situation in which the mother and her children were homeless. When we discovered her children had been waiting in their car outside, we quickly had them come in — and Richard did not hesitate to provide them water. When the client mentioned her broken phone, Richard quickly mentioned the phones offered in front of the facility and shared this resource with her. Additionally, hygiene kits were given to the client knowing they had been living in their car. The client became emotional and mentioned this as being the first time she felt our staff were listening to her needs. We never truly know the challenges our families are dealing with and these folks went above and beyond to assist this vulnerable family."



KIM SCHNEIDER, Senior Social Worker (SSW)/Children and Family Services

SSW Kim Schneider was recently recognized as the CFS Employee of the Month for August 2020. The following comment was shared about Kim:

"Kim is retiring in September after a career of 26 years with SSA and has dedicated herself fully to the youth and families that we served during these 26 years. Currently, Kim is the Agency's AWOL Liaison. She works with many of our high-risk and at-risk youth. Not only does she often go into the field to locate AWOL youth, she has also been able to actively engage the youth in concrete and helpful conversation. Social workers refer youth to Kim on a weekly basis. Even though she is not able to take on every youth who is referred, she is always willing to work with the assigned social worker to develop strategies to assist the social worker in locating and engaging their youth. Kim is a respected social worker to her peers and superiors. She is also respected by many of the youth she has worked with and the youth are sad to see her go. I think that Kim needs to be recognized every day for her teamwork, dedication and commitment."

TELEWORK MONITOR DEPLOYMENT TEAM/Multiple Divisions

SSA staff members on the telework monitor deployment team recently received the following words of gratitude from AP Operations Team Manager Odon Sanchez for their support in the second monitor deployment on August 27th:

"I want to send all of you a very special thank you on behalf of our Agency. Today, you all played a key role in moving our Agency forward. This was a team effort, from Joe delivering the monitors, Facilities coordinating with building management, Mike scheduling all of the appointments and the rest of you physically placing monitors in staffs' cars. This major accomplishment will allow Telework staff to be more efficient and effective as they serve our community. I also want to thank you in advance as we continue to move this effort forward next Thursday when you will be deploying an additional 300 monitors. You are all doing amazing work that is making a difference."



Left to right: Odon Sanchez, Mike Pagano, Tony Do, Bernabe Ochoa, Angelica Naranjo, Andrea Gonzalez, Miguel Anguiano, Raul Meza, Phillipe Moreno, Monalisa Tran
Not pictured: Raymond Perez, Carlos Sanchez, Mike Garcia, Joe Banuelos

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

MAGDALENA SIFUENTES-BAILY, Employment & Eligibility Specialist (EES)/Family Self-Sufficiency & Adult Services

Intake EES Magdalena Sifuentes-Baily of the CalWORKs office at Santa Ana Regional Center recently received the following words of gratitude from a client:

"Almost one year ago, my husband and I found ourselves in your office. I wanted to let you know that the Diversion Program helped us immensely. We were able to pay bills and my husband actually began two jobs after our meeting. You helped us in our time of need and I just wanted to thank you. Had we not met you, we might still be upside-down. I hope you are well and continue to do what is best for those families you serve."



CYNTHIA BARRIENTOS-GALVEZ, Senior Social Services Supervisor (SSSS)/Children and Family Services

SSSS Cynthia Barrientos-Galvez of the Child & Family Team (CFT) recently received the following handwritten letter from a client:

"Cynthia, I wanted to send you a note to tell you how much I appreciate working with you in CFT meetings. It is clear you have a passion for serving and helping families. Not only have you done it so long, but you do it well. You are warm, calming, encouraging and supportive, and you set people at ease in some of the most difficult seasons of their lives (foster parents included!). Thank you for choosing to make this your life's work. I know it can be frustrating, discouraging and thankless, but you are making a difference in the lives of families. What you do MATTERS. I look forward to working with you again and again, Cynthia! You are a treasure."

SANTIAGO MENDEZ, Eligibility Supervisor (ES)/Assistance Programs

ES Santiago Mendez of Orange's Call and Processing Center recently received some words of recognition from a CalFresh recipient, as shared by a supervisor:

"The customer shared that you provided her great customer service. She said she had been struggling with her CalFresh case for some time and that you went above and beyond in helping her resolve her issue. She said that she truly felt you cared about her case outcome. Thank you, Santiago, for 'Serving Beyond' and showing how 'Our Work Matters!'"



ELIZABETH REYNOSO, Eligibility Technician (ET)/Family Self-Sufficiency & Adult Services and HEATHER LIM, Social Services Supervisor I (SSSI)/Administrative Services

CalWORKs ET Elizabeth Reynoso recently received the following words of recognition from an investigator at the Orange County District Attorney's Office:

"I just wanted to take a moment to thank and acknowledge Elizabeth for her hard work, dedication and commitment to fraud prevention. In July 2020, I was assigned an SIU referral submitted by Elizabeth. I informed Elizabeth of my findings and she promptly began working on the case to determine an Overpayment/Overissuance (OP/OI). After several weeks of troubleshooting, trouble tickets, consulting with her supervisor and other SSA colleagues, Elizabeth was able to go back several years and calculate an OP/OI of \$32,948. Elizabeth worked diligently and provided me with updates every step of the way. Elizabeth is knowledgeable, dedicated and committed to providing quality service not only to the recipients of SSA benefits, but to the Agency as well. She is truly an asset to SSA."

In turn, Elizabeth also offered these words of recognition to Heather Lim of the Systems Support Team:

"I also want to acknowledge and thank Heather Lim from Systems. Heather assisted me in navigating the complexities of evaluating the case in CalWIN going back 14 years. Our teamwork made this possible."

SSA PROMOTIONS

| EMPLOYEE NAME | CLASSIFICATION | DIVISION |
|------------------------|-------------------|--|
| CASAS, MIGUEL ANGEL | GROUP COUNSELOR I | CHILDREN AND FAMILY SERVICES |
| NGUYEN, LAN THI-THANH | SOCIAL WORKER II | FAMILY SELF-SUFFICIENCY & ADULT SERVICES |
| PARK, JOCELYN HEE JUNG | SOCIAL WORKER II | FAMILY SELF-SUFFICIENCY & ADULT SERVICES |

IN MEMORIAM

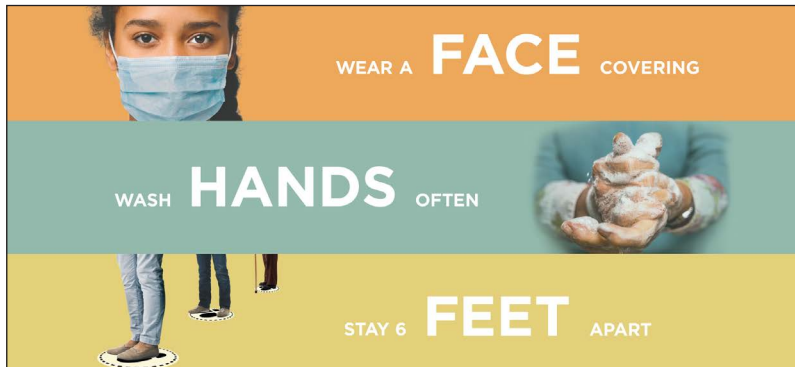


SSA would like to acknowledge the recent passing of an SSA employee. Please keep their family and friends in your thoughts during this difficult time.

Mary Ewart, Senior Social Worker/Children & Family Services

COVID-19 RESOURCES

The Orange County Health Care Agency (HCA) has developed several helpful resources for the community to address concerns regarding COVID-19. For the latest updates and information on COVID-19, please visit HCA's website at occovid19.ochealthinfo.com. For questions, call HCA's Health Referral Line at (800) 564-8448. For a repository of all SSA communications 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

[@ochealth](#) [@ochealthinfo](#) [@ochealthinfo](#)

SSA TODAY QUIZ

Congratulations to Denise Gallon, who was randomly selected as the winner of July's SSA Today Quiz on the topic of the U.S. Census! Denise was one of eight respondents who answered all five questions correctly.



Pumpkin time is right around the corner! Test your knowledge of random facts about pumpkins 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!

SSA Today is published monthly by SSA's Community and Government Relations Team and the SSA Today Newsletter Committee. To download a submission form for the newsletter, click [here](#). To contact the committee, please email SSAToday@ssa.ocgov.com. Email your questions, comments or suggestions to the SSA Executive Team at directorscorner@ssa.ocgov.com.

