

# OCSSA TODAY

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## APS MARKS 15<sup>TH</sup> WORLD ELDER ABUSE AWARENESS DAY

By: Stacey Lindberg, Administrative Manager II

To mark the 15th anniversary of World Elder Abuse Awareness Day (WEAAD), the County of Orange Social Services Agency's (SSA) Adult Protective Services (APS) team, other County departments and community partners hosted a virtual webinar, "Loneliness Pandemic: The Unforeseen Impact of COVID-19."

In light of COVID-19 social distancing guidelines, on June 15, a WEAAD event was hosted virtually for the second time, with over 500 attendees participating globally. Keynote speakers Lori Delagrammatikas, Executive Director of the National Adult Protective Services Association, Dr. Bonnie Olsen, Ph.D., professor of clinical family medicine at the University of Southern California, and Patty Mouton, MSGc, Vice President of Outreach and Advocacy for Alzheimer's Orange County, discussed how the pandemic has placed elders at higher risk for negative impacts to their mental health and increased vulnerability due to isolation.

About 2 million American older adults are abused, neglected or financially exploited each year. According to the State of California, financial abuse is the most frequent allegation reported and accounts for 25 percent of all elder abuse reported.

It is essential to be vigilant and aware of the signs of elder abuse, including unexplained injuries, isolation, changes in behavior, unexplained bank withdrawals, changes to wills and power of attorney, missing legal documents and new friends authorized to speak on their behalf.

SSA's APS program staff are mandated by the State of California to accept and respond to allegations of abuse and neglect of elders and dependent adults. The APS field Senior Social Workers respond to abuse and neglect reports 24 hours a day, seven days a week to provide crisis interventions, establish linkages with local community agencies and bring criminal matters to local law enforcement's attention.

### Types of Elder Abuse



PHYSICAL    PSYCHOLOGICAL    FINANCIAL    SEXUAL    NEGLECT

Multiple forms of abuse can occur at once.

All residents are strongly encouraged to report suspected abuse of an elder or dependent adult by calling the APS 24-hour hotline at (800) 451-5155 or by contacting your local law enforcement office.

To find out more about elder abuse, please visit:  
[www.ssa.ocgov.com/abuse/elder](http://www.ssa.ocgov.com/abuse/elder)



## CONTENTS

SSA Spotlight: Financial Services	2
Meet SSA's Leadership Development Team	3
SSA Attends Fourth District Freedom Day Event	3
2021 FaCT Conference	4
Beyond the call: Exceptional Service in Action	5
SSA Promotions	7
Looking to Promote?	7
Connect with Us!	7

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# SSA SPOTLIGHT: EXCELLENCE IN SERVICE

## FINANCIAL SERVICES

By: Damariz Leyva, Administrative Manager I

Responsible for managing the County of Orange Social Services Agency's (SSA) budget of over \$1 billion, the Financial Services team strives to achieve strategic initiatives that meet the community's needs with available funding sources, with a myriad of available funding sources as well as \$66 million in Net County Cost.

Budget monitoring and projections are two key responsibilities the team must be vigilant about throughout the year in order for SSA to continue providing critical services to the most vulnerable populations in Orange County. To keep up with fluctuating numbers, Financial Services stays proactive by planning and building a sound budget and developing the 5-Year Strategic Financial Plan (SFP). The team comprises 13 individuals dedicated to overseeing the financial lifeline to SSA's 4,227 budgeted positions and 64 divisional units. Since SSA funding availability is often driven by current events, the economic environment and statewide sales revenues, the team must stay informed about the latest budget initiatives and publications, including the Governor's Proposed Budget that comes out each January, the Governor's May Revision, and the enacted budget adopted by the Legislature and signed by the Governor.

The COVID-19 pandemic added a particularly difficult element to SSA's budget due to the uncertainty of state revenue and various other funding streams. In collaboration with all divisions and programs throughout SSA, the team was able to help fund \$31.8 million in COVID-19 expenditures with Coronavirus Aid, Relief, and Economic Security (CARES) Act revenues. This enabled SSA to make significant investments in COVID-19 safety measures to ensure the safety of staff and clients while maintaining critical and mandated services to the community. Through the efforts of the Financial Services team, 45 positions were restored during the Mid-Year Budget Adjustment Requests that were lost as part of the County's Voluntary Incentive Program. In the FY 2021-22 SSA budget proposal, the team requested and received approval for an additional 59 positions to provide critical staffing agencywide.

Financial Services works diligently throughout the year to build a financial plan that enables SSA to deliver critical social services, while maintaining a sound financial budget that is based on informed fiscal decisions and can be sustained for years to come. The responsibility of managing a \$1 billion budget is very challenging, however, the Financial Services team consistently goes above and beyond to meet the needs of our Agency and most importantly, our community.



**Left to Right – Top Row:** Damariz Leyva, Jenny Le, Tu Ngo;  
**2nd Row:** Jenny Cao, Shari Luther, Karen Ramirez, Maritza Simiano  
**3rd Row:** Jackqueline Ly, Lannie Quan  
**Bottom Row:** Tiffany Nguyen, Nicole Oum, Cynthia Grace

# #SpotlightSuperStars

# MEET SSA'S LEADERSHIP DEVELOPMENT TEAM

**Name:** Laura Turtzer

**Title:** Manager, Community and Government Relations (Administrative Manager II)

**Areas covered in your position:** Agency communications, community relations and outreach coordination, legislative analysis and agenda staff report coordination, agency liaison with Board of Supervisors and other elected officials, public relations/media relations, administrative policies and procedures.

**Years of service with the County of Orange:** I've been with the County of Orange for three years.

**Divisions worked/previous experience:** SSA Administrative Services Division; hired in 2018 as SSA Public Information Officer; promoted to Manager, Community and Government Relations earlier this year.



**Pictured:** Laura Turtzer

Prior to SSA, I worked for more than 25 years in marketing communications, public relations and senior leadership roles in the private sector, leading the entire communications function for financial services, medical device and IT services organizations. For almost 10 of those years, I worked at Beckman Coulter Inc. as a Senior Marketing Communications Manager for the company's largest product lines, managing communications and staff across the globe. I also owned a freelance marketing and communications firm, helping Southern California clients build and implement their marketing, public relations and communications strategies.

**Fun facts about you:** I am so blessed to be a mom of two amazing, healthy kids (a 27-year-old son and a 23-year-old daughter) and love spending time with my family and friends. My husband and I have a little piece of property on a private water ski lake, where we go to disconnect and enjoy the outdoors. I also enjoy cooking, traveling, watching volleyball (my daughter was a college athlete) and love animals. Everyone who knows me, knows how much I want a dog!

**Professional development tips for staff:** Take advantage of the wonderful programs offered by the County to help you achieve your educational goals and/or help pair you up with a mentor. I have found there are so many caring and interested managers here who have a passion for helping guide and coach staff in their careers, whether that's formally or informally. Reach out to people who work in roles you might be interested in and ask questions; volunteer for workgroups to meet people outside of your team/unit. And finally, as a self-proclaimed "word nerd", I think it is important to polish your written communications skills. Your ability to effectively communicate with various audiences helps develop critical thinking and enhances your strategic perspective. Writing well can also help build your credibility and professionalism, setting you apart from your peers.

## SSA ATTENDS FOURTH DISTRICT FREEDOM DAY EVENT

By Kenya Avila, Staff Specialist

Vice Chairman Doug Chaffee, representing the Orange County Board of Supervisors Fourth District, invited the County of Orange Social Services Agency (SSA) to participate in the Juneteenth Freedom Day event held at Anaheim Community Center Park on June 19, 2021.

Juneteenth, is an annual celebration commemorating Union General Gordon Granger's arrival in Galveston, Texas, on June 19, 1865, to inform the enslaved African Americans of their freedom and that the Civil War had ended, according to the National Museum of African American History and Culture.

For Vice Chairman Chaffee's Juneteenth event, SSA's Outreach Coordination team deployed one of our mini-Mobile Response Vehicles and nine eligibility staff members provided public assistance program information and application support to event attendees. Orange County Information Technology and SAIC contract staff were also present to provide workstation support.



**Pictured:** Perlita Flores and Taylor Adray



**Left to Right:** Laurie Franklin, Thanh Timmins, Cathy Gonzalez, Mai Tran, Taylor Adray, Perlita Flores, Melanie Frias, Nancy Sanchez, Alic Berdin and Paul Terrazas

The celebration also featured live music, entertainment and resource tables hosted by the City of Anaheim, National Women's Leadership Council, African American Alliance Fund and the Orange County Health Care Agency, to name a few.

To learn more about SSA's outreach capabilities or upcoming events, please email [ssaoutreach@ssa.ocgov.com](mailto:ssaoutreach@ssa.ocgov.com) for more information.

# 2021 FACT CONFERENCE

By: Jennifer Kuo, Staff Specialist

SSA's Families and Communities Together (FaCT) program kicked off its annual conference on Wednesday, May 19, 2021, held virtually for the first time using the Whova virtual event meeting platform. FaCT is a public-private partnership program that provides services to children and families through community-based collaboratives across 16 neighborhood Family Resource Centers (FRCs), meeting families where they live. This year's conference theme, "R3: Resilience • Renew • Reimagine," was chosen to illustrate the creativity and resilience demonstrated by agencies, community partners, educators and other child/family serving organizations to deliver high quality services to families and communities during the COVID-19 pandemic.

FaCT was pleased to welcome over 250 attendees during the two-day conference, with more than 41 County of Orange staff in attendance and a majority coming from SSA. Staff who attended the conference earned continuing education hours that can be uploaded to their Eureka transcript, the County's Talent Management System. Other attendees included staff from all 16 FaCT FRCs, as well as representatives from the Orange County Department of Education, local school districts and various community organizations. The virtual conference featured speakers from across the country, with presentations and breakout sessions translated into Spanish for FRC Community Engagement Advisory Committee members.

The first day of the conference featured keynote speaker Dr. Jaiya John of Soul Water Rising, who presented on the importance of gratitude throughout a challenging and unprecedented year. The second day featured Dr. Shari Dunn of ITBOM Consulting LLC, who presented a discussion on developing a new perspective in the work environment. Additional topics at the conference were "Reimagining Father Engagement" and "Supporting the Development Resilience of Trans Youth," which included a breakout session led by former SSA Children and Family Services Division Director Gary Taylor on "Supporting and Advocating for BIPOC (Black Indigenous People of Color) Youth." Attendees also had an opportunity to meet other participants and staff from the FRCs through Whova speed networking virtual tables.

FaCT hopes to see both new and returning faces at the 2022 FaCT Conference, as they stay committed to expanding a community where all children and their families have the opportunity to thrive. To learn more about FaCT, please visit: [www.factoc.org](http://www.factoc.org).



**Pictured:** Elizabeth Nuno, Randall Balduck, Catherine Tang, Brian Satterfield, Jill Bright, Diana Nguyen-Vo, Jennifer Kuo

## JOIN THE MCAC COMMITTEE!



The MCAC consists of a cross-section of management and non-management employees representing the diversity of the Agency and community and serves as a forum for various cultural groups to address issues of diversity within the workforce of SSA, as well as acting as a resource to provide culturally sensitive services to our clientele. Presently, there are five subcommittees of the MCAC, welcoming all interested employees to join them and participate in their activities.

- African American Roundtable
- Lesbian, Gay, Bisexual and Transgender League
- Middle Eastern Multicultural Association
- Social Services Asian Forum
- Spanish Speaking Workers Forum

To learn more about the MCAC and its subcommittees, click [here](#). Feel free to contact any of the subcommittee members for more information on how to join and participate!

# BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

## **ADAM TIPPS, Administrative Manager II (AMII) / Family Self-Sufficiency & Adult Services**

Adam Tipps received the following recognition from a colleague in the Family-Self Sufficiency & Adult Services division:



**Pictured:**  
Adam Tipps

*"Adam is efficient in getting things done the right way and fast. Despite being a manager with a mountain of work, Adam is always trying to help his team any way he can with various tasks to move assignments along. No job is too small or unimportant for him. He dives right in to assist when we need help no matter what the tasks are. He's technically savvy and he provides great insights that help us solve problems and challenges. His sincerity and genuine care toward us truly make our job easier and much more enjoyable. He empowers us by allowing us to make important decisions. He readily gives us credit when credit is due. Adam is a true servant leader. We are lucky to have him as our manager."*



**Pictured:**  
Maithanh Nguyen

## **MAITHANH NGUYEN, Administrative Manager I (AMI) / Family Self-Sufficiency & Adult Services**

Maithanh Nguyen received these kind words of appreciation from a colleague in the Family-Self Sufficiency & Adult Services department.

*"Maithanh has this unique ability to coordinate efforts flawlessly and strategically. She can put together an action plan, identify key players and tasks very quickly, collaboratively and professionally. Recently, I had the pleasure to collaborate with her to implement a new regulatory change for educational assignment. Although she was new to the assignment, Maithanh quickly analyzed the All County Letters and related information. She was the key player in creating efficient processes, providing tons of great feedback to both Policy Quality Assurance*

*and regional staff, remained focused on completing all phases of the projects timely and provided written and verbal presentations. Maithanh, I'm very grateful for your leadership and for the opportunities to work with you."*

## **JESSICA MOREIRA, Sr. Staff Development Specialist and DEENA BOWER Staff Development Specialist / Training and Career Development**

Jessica Moreira and Deena Bower received the following words of recognition from a colleague in the Family-Self Sufficiency & Adult Services.

*"I was tasked with organizing a large CalWORKs outreach effort to assist families who needed help with Housing and Homeless Services. I was pleasantly surprised after my first meeting with Jessica. She quickly gave me an overview of the process, provided actionable guidance and set a timeline for the deliverables. After my storyboard was complete, she asked to try out some new ideas with my training. I gladly obliged. She took my content and presented it in a very engaging way that resulted in 22 reviews at 4.7 stars! After the training was finalized, Deena assisted me with identifying the proper staff, asked clarifying questions to ensure that my expectations were being met and provided consistent and timely updates on the progress of the training."*

## **JACOB MICHEL, SAYAKA HUR, VALINDA PETSCHL, SUSAN CARRION, MELISSA THEIRING, DIONNE REID, SARAH UBERTI, MARGOT UMEMOTO, KIMBERLEE MENDOZA, ELLA CABATU, BRITTNEY CHAMBLESS, SEAN COLBERT, Senior Social Workers (SSW) and KHAC QUY NGUYEN, Senior Social Services Supervisor (SSSS) / Children and Family Services**

The Specialized Family Services Continuing and Court Officers team received the following words of recognition from their supervisor in the Child and Family Services division.

*"Our team met with the Judicial Council of California regarding a compliance audit of the Title IV-E legal findings. They completed detailed reviews of several randomly selected cases for court orders, legal timeliness, minute orders and stipulation sheet accuracy. In the end, both state representatives highly praised the County of Orange. They appeared very impressed by the quality of work occurring in the County of Orange. The praise clearly goes to all of you.... thank you for all you do. This success could not have occurred without the amazing work you do."*

# BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

## **DELICIE HYNES and DIANA LA RUSSO, Administrative Manager I (AMI)/ Administrative Services**

Delcie Hynes and Diana La Russo from Facilities and Emergency Management Services received a certificate of recognition from Orange County Board of Supervisors Vice Chairman, Doug Chaffee, Fourth District.

*Delcie Hynes and Diana La Russo were recently recognized for their work with the Emergency Management Council (EMC) Subcommittee. Over the last year, the EMC Subcommittee created and implemented the County financial coding process to track disasters, coordinated and staffed an emergency assistance hotline, supported several Emergency Operations Centers and partnered to contribute to County emergency plans.*

Great work!



**Pictured from left to right: Diana LaRusso, Delcie Hynes, Supervisor Chaffee**

## **DAT NGHIEM / OCIT**

## **KASHIF ANWAAR AND MATTHEW BACA / SAIC**



**Pictured: Kashif Anwaar**

Kashif Anwaar, Matthew Baca and Dat Nghiem recieved the following words of appreciation from an employee in Child and Family Services division:

*"Thank you Kashif for coming up with that brilliant idea to take the SNAP license off my desktop and onto the laptop so I do not have to remote anymore! Thank you Dat for successfully transferring the SNAP license onto my new laptop. It was no small feat! I especially want to thank Matthew Baca for patiently setting that up for me at the same time when he had 25 open tickets! Truly hard working & amazing computer people! If I could rate this experience, I would say 100 out of 100... not just 5 on a scale of 5. I really, really appreciate you all making my work life so much better!!!!"*

## **SHOBHA NELLI, IT Supervisor, ALAN VO, IT Applications Developer and THOMAS CHO, IT Database Adminisrator II / OCIT**

Shobha Nelli, Alan Vo and Thomas Cho received the following words of appreciation from an employee in Administrative Services:

*"IT was asked to complete a high priority, time sensitive data request report for SSA's Executive Team. The request consisted of gathering data for Community Based Organizations (CBOs), that included the number of Medi-Cal applications each CBO and County staff have taken over the last three years and obtaining active program case comparison data from various categories. This request involved looking through multiple data sources and turning around a presentation in a short amount of time. The team dropped everything they were doing because they knew this was important for the Agency. Great job to Shobha Nelli, Alan Vo and Thomas Cho!"*



**Pictured: Shobha Nelli**

**Kudos  
to you!**

# SSA PROMOTIONS

EMPLOYEE NAME	CLASSIFICATION	DIVISION
AZZOLINA, MIRTALA A	SR. SOCIAL WORKER	CHILDREN & FAMILY SERVICES
CARGO, JAMIE LYNN	ADMINISTRATIVE MANAGER I	ADMINISTRATIVE SERVICES
CARMONA, LILIAN MARICELA	ADMINISTRATIVE MANAGER I	ADMINISTRATIVE SERVICES
CHAMBLESS, BRITTNEY ANN	SR. SOCIAL SERVICES SUPERVISOR	CHILDREN & FAMILY SERVICES
CORONA, PRISCILLA	ELIGIBILITY TECHNICIAN	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
DELGADO, DAWNELLE GEORGINA	GROUP COUNSELOR TRAINEE II	CHILDREN & FAMILY SERVICES
FIGUEREDO, PAULA JULIA	SOCIAL SERVICES SUPERVISOR II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
GUERRERO, ARMANDO	SOCIAL SERVICES SUPERVISOR I	ASSISTANCE PROGRAMS
KIECZYKOWSKI, AMANDA BETH	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
MERCADO, MALENA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
MONJARAZ, JESUS MANUEL	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
PALOMARES, ABRAHAM	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PAYNE, APRIL HARTH	SOCIAL SERVICES SUPERVISOR I	ASSISTANCE PROGRAMS
PENA, ELISA	ELIGIBILITY SUPERVISOR	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
RIVERA, NADYA MALDONADO	SR. SOCIAL WORKER	ASSISTANCE PROGRAMS
SONG, MIA SOOWAN	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES

## LOOKING TO PROMOTE?



County of Orange Careers

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

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