



COUNTY OF ORANGE CALIFORNIA  
**OC Social Services Agency**  
*Our Community, Our Commitment*

# SSA TODAY

**JULY 2017**

**SSA's Core Values**

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

**SSA NAMED BY FORBES AS ONE OF AMERICA'S BEST EMPLOYERS 2017**

**#241 Overall**

**#17 in Government Services**



We are thrilled to share that the Orange County Social Services Agency was recently named as one of America's Best Employers in 2017 by Forbes.com! SSA is ranked 241<sup>st</sup> on the overall list, and 17<sup>th</sup> amongst government employers in the United States. This is the first time SSA has appeared on the Forbes list.

Each year, Forbes seeks to discover companies operating in the U.S. today who are making their employees feel happy, inspired and well-compensated. Forbes used their research partner Statista, a German research firm, to survey 30,000 American workers and gather opinions on their employers. The results of the survey were used to compile this [list](#). SSA leadership has been listening to your feedback and has been working hard to develop new ways to recognize employees and promote professional development opportunities. This ranking in a highly visible, reputable magazine illustrates that these efforts have been productive. To read additional information on this great accomplishment, please click [here](#). We know that our work in this area is not complete, and we look forward to continuing our efforts to enhance employee engagement and satisfaction. If you have suggestions on how we can continue to improve as your employer, please contact us at [directorscorner@ssa.ocgov.com](mailto:directorscorner@ssa.ocgov.com).

**Special Points of Interest:**

- [SSA named by Forbes as one of America's Best Employers 2017](#)
- [Official SSA Logos](#)
- [SSA Spotlight: Excellence in Service](#)
- [Technology Tips](#)
- [SSA Intranet Survey Winners](#)
- [A Day in the Life of Emergency Placement](#)
- [Operation Santa Claus Summer Online Donation Drive](#)
- [Is your CalFresh Case Quality Control Ready?](#)
- [August is Eligibility Professionals Month](#)
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- [Tuition Reimbursement Program](#)
- [Servant Leadership in Action](#)
- [SSA Promotions](#)
- [Looking to Promote?](#)
- [Connect with Us!](#)

**OFFICIAL SSA LOGOS**

Reminder: SSA has updated logos for official use. Please only use official SSA logos when creating letterhead, meeting agendas, email signatures, and any other SSA documents. You can download the official SSA logos [here](#). If you have any issues accessing the page or have any questions regarding the logos, please email [SSAComm@ssa.ocgov.com](mailto:SSAComm@ssa.ocgov.com).



## SSA SPOTLIGHT: EXCELLENCE IN SERVICE



Cindy Garcia



Mary Hedden



Noemi Lopez



Minh Luong



Keith Ruppel



Monalisa Tran

*Family Self Sufficiency  
Clerical Training Workgroup*

***This month's Spotlight team is the Family Self-Sufficiency Clerical Supervisory Team.***

Savvy organizational leadership teams recognize the importance of continuous action to create and sustain positive transformation. Smart leadership teams recognize that this can only be successful by engaging and developing a purpose driven workforce. The Family Self-Sufficiency (FSS) Clerical Supervisors recognized their role in this effort and decided to embark on a new endeavor to create an innovative, invigorating, and meaningful training experience for our 125 FSS Clerical staff. Together in collaboration with a team of Training and Career Development (TCD) staff they focused on designing and presenting a unique training experience intended to further connect their employees to SSA's objectives. They embraced the opportunity to create a training that ensured that our employees walked away with a clear understanding of their role within the FSS team.

They keenly focused on empowering their team members to take full advantage of the framework provided to incorporate critical work practices, deliver excellent customer service, and embed these values into the cultural fabric of our workforce.

The FSS Clerical Supervisors designed a new training program that explained the "why" behind the services we provide; described the many faces behind "who" we serve; and guided our staff on "how" to make a difference with the families they assist. Some of the training topics included themes such as "Understanding Clients' Barriers", "Impacts on Families", and "Bridging the Gaps". The initial investment of resources and effort proved worthwhile as it was an investment in a critical part of our workforce, the Clerical staff, who are the "face of our organization" and the future leaders of SSA. Continued investment in staff always proves to be fruitful as employees recognize the commitment their leaders have in their advancement. The FSS Clerical staff resoundingly shared positive feedback regarding their experience attending this training; here are a few of their comments:

"I thought the Clerical Training was great. I believe that it helped me reaffirm why I do my job and who it is I am helping as a public servant. I feel this type of training is necessary to help alleviate the cynicism one can have after being at their position for a while. It helps one appreciate their job more and recognize that we truly are public servants and should act accordingly." *Brandon Kasper, Foster Care Office Technician*

"The clerical training was very important because the information provided was a great reminder to us of the quality of customer service expected for clients. The aspect of the training that really impacted me was the description of what it's like to be on the other side of the window; it gave me a good understanding of the challenges that many of the clients and their children live day to day. This helped us realize and recognize the impact of the trauma they have faced and how, as employees, we must not be judgmental and assist the client as best as possible." *Lorena Hernandez CalWORKs South Office Technician*

"I really enjoyed the training and felt like it was very beneficial. One of the key things that I took away from the clerical training was that even more so, to look at things from the perspective of the client and to have more empathy towards them and the situation they may be going through." *Peggy Brandon, CalWORKs North Office Technician*

Thank you to each individual that participated in the development of the training and to all of the attendees. SSA would like to acknowledge the outstanding efforts of the Supervisory team in creating this incredibly impactful training and the hard work, team spirit, and continued dedication of our Clerical staff as valuable contributors in helping our families become self-sufficient.

## TECHNOLOGY TIPS



# TECH TIPS

## Outlook User Profile Maintenance

Your SSA Information Technology Network Operations Team completed the Exchange Email upgrade in April 2016. Along with this upgrade, all staff mailboxes were reconfigured to allow for much larger mailbox profiles. We use our email as a primary communication and collaboration tool for sharing documents and other files. Since the file attachments in emails can add up quickly, we wanted to give some insight and tips into the various items that are calculated as part of your mailbox profile and contributes to increasing your mailbox size.

- Inbox, Sent Items, Drafts, Outbox, Deleted Items – Clear out Drafts that are not needed, check Outbox for items that may not have been sent, and empty deleted items folder often.
- Calendar – Various meetings have agendas and other documents attached to the calendar appointment. Delete older calendar appointments to keep overall Calendar size down and think about turning on archiving to clear out calendar periodically.
- Journal – If your journal is turned on, possibly scale down what is being tracked or turn off if not needed.
- Keep in mind that folders created directly under Inbox, Sent Items, or any other default folder listed under your username, will all be counted as part of the Outlook Profile size.

One way to save pertinent business emails is to create a Personal Folder (.PST file) in Outlook and move items from Inbox, Sent Items and even other folders, into the Personal Folders which you can organize in any way that meets your needs and is easiest for you to use. To avoid getting those 'over limit' notices and possibly being blocked from sending and receiving further emails, please look for the next Tech Tips in your August 2017 SSA Today newsletter for 'How To' links on creating Personal Folders (.PST files) and setting up the Auto Archiving feature.

## SSA INTRANET SURVEY WINNERS

The Web Media Collaborative (WMC) workgroup would like to thank everyone who participated in the recent SSA Intranet Survey. We received over 1,400 survey responses! 665 respondents chose to submit their names to participate in a raffle for two prizes. Tessa Santoro from Children and Family Services and Margarita Santistevan from Assistance Programs were randomly selected by the WMC as the raffle winners. Tessa won an ARCO gas card and Margarita won an AMC movie gift card. Congratulations to both Tessa and Margarita!

Winners of last month's Historical Photo Quiz will be selected at the beginning of August. Thank you for your continued participation.



## A DAY IN THE LIFE OF EMERGENCY PLACEMENT

By David Harper and Polly Dagmy-Goff, Senior Social Services Supervisors, Children and Family Services

*8:00 am: 16 kids in First Step. A hectic day has officially begun.*

The Emergency Placement Unit of the Resource Family Approval (RFA) Program in Children and Family Services (CFS) has many responsibilities, but foremost is finding placement options for children who cannot reside with their parents due to allegations of abuse or neglect. Children are brought to the First Step Assessment Facility located at Orangewood Children and Family Center (OCFC) and a placement must be arranged for them within 23 hours of their arrival. The Unit operates 7 days a week, 365 days a year.

*12:15 pm: 14 kids in First Step. The 23-hour clock is ticking and Senior Social Workers (SSWs) are scrambling to get oriented with their new assignments. A drug-exposed newborn has been matched with a medical foster parent and an adolescent girl has been moved to a short-term temporary shelter home.*

The SSWs must act quickly and decisively to find the most appropriate placements, but there is a deliberate order to their search. Legal hierarchy dictates that relatives are considered first; then family friends; followed by foster homes. Other temporary placements follow as appropriate. OCFC, as the county's emergency shelter, is the final default option, but changes in State law will prohibit children from staying at OCFC for more than 10 days. Placing children directly out of First Step allows them to enter a more home-like setting quickly and limits the number of times they are moved around.

*4:10 pm: 12 kids in First Step. Most Placement SSWs have established favorable leads by interviewing parents, the child, relatives, and others affiliated with the case. Several workers have run background clearances on relatives or family friends and have ventured out to conduct home evaluations and in-depth interviews. One SSW has already managed to place two siblings with a paternal aunt.*

Finding a placement can be deceptively complex. SSWs consider the unique circumstances for each specific case: wishes of the parent, child, and relatives; court orders; specific needs of the child; school attendance; visitation; keeping siblings together; where a caregiver lives; how long the child will need out-of-home care; and a myriad of other aspects all vie for significance. It is SSA's goal to find the best placement, always mindful that behind each case is the life of a child.

*8:05 pm: Five kids in First Step. An SSW is signing placement paperwork with a county foster home to take two siblings. Another SSW is determined to place three siblings tonight with their maternal grandmother in San Bernardino even though it is clear the task won't be completed until well after 10pm.*

*Successfully placing all 16 kids offers a brief moment of pride, but it is short-lived. Anaheim Police report they are en route with four siblings and an Emergency Response SSW has just arrived with a two year-old girl. These cases, and perhaps others, will be waiting tomorrow morning. In Emergency Placement, success is measured 23 hours at a time.*

To learn more about the Emergency Placement Team please contact: Polly Dagmy-Goff at (714) 935-8212 or [Polly.Dagmy@ssa.ocgov.com](mailto:Polly.Dagmy@ssa.ocgov.com).



Current team members include: Tony Mora, Kristin Eitner, Ligia Espino, Karen Weaver, Carrie Murphy, Larissa Elias, Birgitt Walpus, Nydia Quijas, Abel Carrillo, Susan Collins-Rogers, Nancy Lum, Dina Malfavon-Lee, Nga Nguyen, Monica Broderick, Heather Guevara, Walter De Azambuja, Silvia Villarreal, Jodi Luther, Lisa Celaya, Ben Manzella, Polly Dagmy-Goff, Raul Huerta, Julie Combs, Spring Wilson, Donald Flores and Catherine Tang.

**OPERATION SANTA CLAUS SUMMER ONLINE DONATION DRIVE**

Operation Santa Claus (OSC) is wrapping up its Summer Online Donation Drive. However, online donations are accepted year-round through the program's [website](#). These donations are solely used for purchasing toys and gift cards and distributed to Orange County's children in need throughout the year.

Staff can also donate in-kind gift items or arrange a donation pick-up or drop-off by [emailing](#) the OSC Program Coordinator or calling (714) 679-2438. New, unwrapped toys and gift cards for all age groups are accepted. Gifts for toddlers and teen girls are needed most and are in high demand.

Last year, OSC distributed over 39,000 gifts to Orange County children and families in need. This number includes the program's holiday donation distribution efforts as well as the year-round gifting of toys and articles of clothing for birthdays for our foster youth.

SSA's Volunteer and Outreach Services team hopes to build upon last year's success and increase the amount of families assisted by the program this coming season. Help Santa and his elves spread cheer across the County by donating today!



The poster features a light blue background with a white banner across the middle. At the top right, there is a circular logo of Santa Claus in a green car with 'Operation Santa Claus' and 'SSA' written around it. The main text is in large, white, serif font, with 'OPERATION' and 'NEEDS YOUR HELP!' in the largest sizes. A red banner with white text 'SANTA CLAUS' is in the center. Below this, there are three dots and the text 'BRIGHTEN THE DAY FOR SOMEONE IN OUR COMMUNITY WITH A DONATION ONLINE AT' in white. The URL 'SSA.OCGOV.COM/VOLUNTEER/DONATIONS/OSC\_DONATION' is in red. At the bottom, there are two snowmen, a red gift box, and a red bucket. The text 'FOR THE BENEFIT OF FOSTER CHILDREN & FAMILIES IN NEED' is in red. At the very bottom, a red banner contains white text: 'FOR MORE INFORMATION OR TO MAKE A DONATION OF A NEW UNWRAPPED TOY PLEASE EMAIL OR CALL US | OPERATIONSANTACLUS@SSA.OCGOV.COM | 714-679-2438'.

JULY 17-28 | SUMMER ONLINE DONATION DRIVE

**OPERATION**

**• SANTA CLAUS •**

**NEEDS YOUR HELP!**

BRIGHTEN THE DAY FOR SOMEONE IN OUR COMMUNITY  
WITH A DONATION ONLINE AT

**SSA.OCGOV.COM/VOLUNTEER/DONATIONS/OSC\_DONATION**

**FOR THE BENEFIT OF  
FOSTER CHILDREN & FAMILIES  
IN NEED**

FOR MORE INFORMATION OR TO MAKE A DONATION OF A NEW UNWRAPPED TOY  
PLEASE EMAIL OR CALL US | OPERATIONSANTACLUS@SSA.OCGOV.COM | 714-679-2438

## IS YOUR CALFRESH CASE QUALITY CONTROL READY?



*Current Quality Control team members include: Leticia Scheuermann, Shara Nguyen, Wendi Pugh, Jeremy Ton, Anna Gutierrez, Kasey Spatz, Sandra Leon, Adriana Garcia, Marisol Ramirez, Marlene Valdez and Maureen Mutch.*

Did you know that SSA has a Quality Control (QC) Unit that is part of Program Integrity in the Administrative Services Division? The QC Unit is a team of knowledgeable staff including a QC Manager, two Supervisors, eight Employment and Eligibility Specialists and one Office Technician.

Quality Control is mandated by the State to review CalFresh payment accuracy on active cases, as well as denials and terminations on negative reviews. The purpose of the QC review is to determine accurate benefit issuance, accurate denials and terminations, identify and share error trends, and establish the CalFresh State and Federal error rates. CalFresh cases assigned for review are randomly selected by the California Department of Social Services (CDSS) each month.

QC also collaborates with CDSS, CalFresh Policy, and County partners while maintaining nonbiased integrity reviews. QC adheres to Federal, State, and County regulations as well as the United States Department of Agriculture's Food and Nutrition Service (FNS) policies and procedures through the FNS-310 Handbook.

On occasion, QC will collaborate with applicable eligibility staff to assist them with placing a sanction on a case when encountering non-cooperative CalFresh households. Once the review is completed, they are submitted to the appropriate State and Federal agencies. Case review findings are then shared with Regional Offices via the QC memo. To learn more about the Quality Control Team please contact: Leticia Scheuermann at (714) 438-8789 or [Leticia.Scheuermann@ssa.ocgov.com](mailto:Leticia.Scheuermann@ssa.ocgov.com).

## AUGUST IS ELIGIBILITY PROFESSIONALS MONTH

The month of August has been designated as Eligibility Professionals Recognition Month. Eligibility Professionals exemplify the very best in community service and the effort they put forth continues to establish a positive lasting contribution to the County of Orange and its residents. At SSA, our Eligibility Professionals provide a high level of service to the applicants and recipients of CalWORKs, CalFresh, Medi-Cal, General Relief, Cash Assistance Program for Immigrants, Foster Care, and Refugee Cash Assistance. SSA's Eligibility Professionals serve the eligibility needs of nearly one in three Orange County residents per month. Please be sure to join SSA's leadership in recognizing the efforts of this group of dedicated individuals and thank them for all of the work they do to assist the residents of our county.

## CORRECTION FROM JUNE SSA TODAY

A correction to an article from last month's SSA Today Newsletter entitled "SSA Launches AIM II Database" is needed, as a group integral to the development and implementation of AIM II was inadvertently left out of the article. While the article acknowledged SSA Information Technology and Adult Protective Services (APS) staff, it is also important to note that APS Registry staff were instrumental in launching the AIM II Database. We again would like to recognize and thank all staff who made the AIM II database possible.

**CORRECTION**



**WE WOULD LIKE TO RECOGNIZE ALL OF THE SSA GRADUATES FROM JULY 1, 2016-JUNE 30, 2017! CONGRATULATIONS ON THIS GREAT ACCOMPLISHMENT!**

**CINDY AGUIRRE**

Division: FSS & AS  
 Institution: Cal State Fullerton  
 Degree: Bachelor's in Sociology  
 Graduation Date: May 20, 2017

**DESIREE ALVARADO**

Division: CFS  
 Institution: University of Southern California  
 Degree: Master's in Social Work  
 Graduation Date: May 12, 2017

**FRANCINA ANDERSON**

Division: AP  
 Institution: Cal State Long Beach  
 Degree: Bachelor's in Psychology - Cum Laude  
 Graduation Date: May 2017

**EMILY BURGOS**

Division: CFS  
 Institution: Cal State Fullerton  
 Degree: Bachelor's in Anthropology  
 Graduation Date: May 22, 2017

**ROYLYN BURTON**

Division: CFS  
 Institution: California Baptist University  
 Degree: Master's in Public Relations  
 Graduation Date: August 30, 2016

**ERIKA CARMONA**

Division: CFS  
 Institution: Cal State Fullerton  
 Degree: Master's in Social Work  
 Graduation Date: May 20, 2017

**DIANA CORRAL**

Division: FSS & AS  
 Institution: Mount St. Mary's University  
 Degree: Bachelor's in Social Work  
 Graduation Date: May 8, 2017

**LORRAINE DANIEL**

Division: FSS & AS  
 Institution: Cal State Fullerton  
 Degree: Master's in Public Administration  
 Graduation Date: May 20, 2017

**ASHLEY FLORES**

Division: CFS  
 Institution: Santa Ana College  
 Degree: Associate's in Sociology  
 Graduation Date: May 2017

**SONIA GARCIA**

Division: CFS  
 Institution: Cal State Fullerton  
 Degree: Master's in Social Work  
 Graduation Date: May 20, 2017

**RAFAEL ROJO LOPEZ**

Division: AP  
 Institution: Cal State Long Beach  
 Degree: Bachelor's in Economics  
 Graduation Date: May 24, 2017

**HELEN MAGAÑA**

Division: AP  
 Institution: Cypress College  
 Degree: Associate's in Human Services  
 Graduation Date: May 2017

## SSA GRADUATES CONTINUED

### VIVIANA MARTINEZ

Division: FSS & AS  
 Institution: Cal State Dominguez Hills  
 Degree: Master's in Social Work  
 Graduation Date: May 2017

### PRISCILLA NARANJO

Division: AP  
 Institution: Cal State Fullerton  
 Degree: Bachelor's in Human Services - Cum Laude  
 Graduation Date: May 2017

### PHUC NGUYEN

Division: FSS & AS  
 Institution: Brandman University  
 Degree: Bachelor's in Social Work  
 Graduation Date: May 21, 2017

### KARLA ORENDAIN

Division: AP  
 Institution: American Career College  
 Degree: Licensed Vocational Nurse  
 Graduation Date: May 17, 2017

### ROBERTA L. PAPA

Division: FSS & AS  
 Institution: Cypress College  
 Degree: Associate's in Human Services  
 Graduation Date: May 2017

### OSWALDO PERDOMO

Division: ASD  
 Institution: Mizpa Christian University  
 Degree: Associate's in Theological Studies  
 Graduation Date: May 2017

### BRANDON PROVENCAL

Division: FSS & AS  
 Institution: Cal State Long Beach  
 Degree: Bachelor's in Business Administration  
 Graduation Date: December 22, 2016

### MARCO A. RODRIGUEZ

Division: ASD  
 Institution: Brandman University  
 Degree: Master's in Public Administration  
 Graduation Date: May 21, 2017

### SILVIA SALTO

Division: AP  
 Institution: Cal State Fullerton  
 Degree: Master's in Social Work  
 Graduation Date: May 20, 2017

### KRISTINA SANCHEZ

Division: AP  
 Institution: Cal State Fullerton  
 Degree: Bachelor's in Sociology  
 Graduation Date: June 2017

### LIZETH SEBASTIAN

Division: AP  
 Institution: Cal State Long Beach  
 Degree: Master's in Social Work  
 Graduation Date: May 2017

### DANIEL SHAY

Division: AP  
 Institution: Biola University  
 Degree: Master's in Business Administration  
 Graduation Date: May 2017

# Congratulations!



## SSA GRADUATES CONTINUED

### CLAUDIA MAGALLON-TARIN

Division: AP  
 Institution: Cypress College  
 Degree: Associate's in Human Services  
 Graduation Date: May 2017

### ELIZABETH THORNBURG

Division: AP  
 Institution: Brandman University  
 Degree: Bachelor's in Sociology  
 Graduation Date: June 2017

### VIVIAN VU

Division: AP  
 Institution: Cal State Fullerton  
 Degree: Master's in Social Work  
 Graduation Date: May 20, 2017

### CRYSTAL GREEN

Division: CFS  
 Institution: Walden University  
 Degree: Master's in Social Work  
 Graduation Date: February 12, 2017

## TUITION REIMBURSEMENT PROGRAM



Did you know that the County of Orange has a tuition reimbursement program? The Educational and Professional Reimbursement Program is designed to encourage employees to continue their professional development through a variety of opportunities. In order for an expense to qualify for reimbursement, it must have the reasonable potential for contributing to achieving County business objectives, and meet one or more of the following criteria:

- Be related to the employee's work assignment, position, or occupation
- Prepare the employee to transition into an alternate County occupation
- Prepare the employee for advancement to positions of greater responsibility in the County

Every fiscal year you may be eligible to receive up to \$3,000 in tuition reimbursement. To find out more about tuition reimbursement, or to download the claim forms please visit our [SSA Intranet](#).

## SERVANT LEADERSHIP IN ACTION

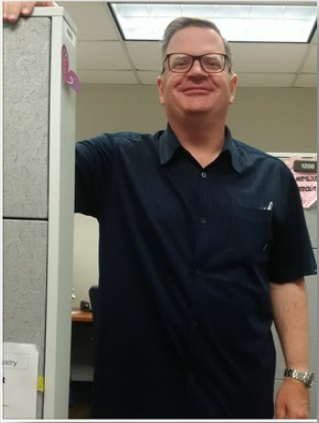


### Samantha Cervantes, Office Technician (OT), Family Self Sufficiency & Adult Services

OT Samantha Cervantes recently received these kind words of appreciation from a client:

*"I want to thank you for the help you gave me when I was at your window on Tuesday, 04/24/2017. I am very grateful for your help and direction; I was approved and received an EBT card. Millions of thanks to you. Please keep up your excellent customer service. I do appreciate that you're so passionate about your job. You love what you do, and you are compassionate toward others. With that said, thanks for the encouragement to fill out the application; the process was done in a few hours on the same day."*

## SERVANT LEADERSHIP IN ACTION



### **Jim Boyd, Social Worker II (SW II), Family Self Sufficiency & Adult Services**

SW II Jim Boyd recently received these words of appreciation from CFS Senior Social Services Supervisor Elham Afrasiabi for his work serving a mother staying in the riverbed near Angel Stadium:

*"I am writing to you to commend Jim on how hard he worked for one of our clients yesterday. Yesterday, we had a homeless client walk in to the reception area at Eckhoff with her child. Jim became involved and spent the whole day with this family and was able to find them all kinds of needed resources. We need more social workers like Jim. "*

### **Therese Benoit, Information Processing Technician, Bradley Schuster, Staff Assistant, and Leanne Yuasa, Staff Specialist, Administrative Services Division**

Therese Benoit, Bradley Shuster and Leanne Yuasa recently received these kind words of gratitude from the Orange County Public Defender's office:

*"I just wanted to commend you on your wonderful staff. I have worked with Bradley, Therese, and Leanne on several cases regarding 827 petitions and subpoenas and every single time I have to contact them I am received with such friendliness and professionalism. They always get back to me the same day I contact them. In person they are as equally pleasant to work with. They never make me wait a long time on the first floor. I'd also like to point out the time Therese took to explain the 827 filing procedure. They are all so patient with me when I have questions, which is very often. Thank you all for your amazing teamwork."*



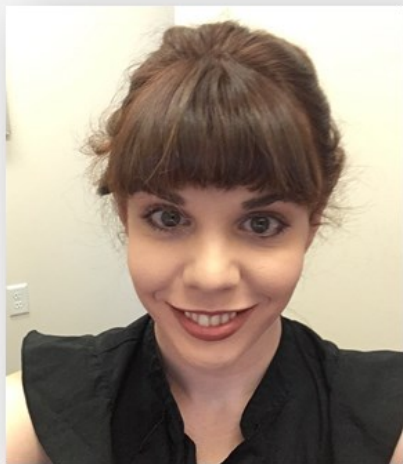
### **Kim Goswiler, Research Analyst IV, Administrative Services Division**

Research Analyst Kim Goswiler recently received these kind words of appreciation from Administrative Manager I's Dana Ardeleanu and Amy Childers:

*"Thank you for your work on the BI project. I appreciate the information you share and the methodical fashion in which you organize the data. This makes it much easier for me to quickly inform team members of any updates and obtain their feedback."*

*"I would like to acknowledge Kim Goswiler for her assistance to FSS in developing and refining a WTW Case Count report. This caseload is very difficult to get accurate due to differences in program status and registered participants. Kim has refined the report with validation completed by all our regional Case Managers, Supervisors and our MAXIMUS partners. The report is now accurate with a less than 1% variance to manual stats reporting.*

*Through the development of this report, we have been able to meet the demands of our MAXIMUS contract in caseload equity and we are moving to utilize it to automate our statistical process. This has contributed to a more streamlined and efficient process. Since we have been working on this, Kim has been responsive, engaged and has had great insight on how to get the best product possible. We are very grateful for her significant contributions to FSS."*



**SERVANT LEADERSHIP IN ACTION**

**Elvia Villa, Senior Social Worker (SSW), Children and Family Services**



Congratulations to SSW Elvia Villa who was recognized as the CFS Employee of the Month for June. Here is an example of Elvia’s selfless work:

*“Elvia more than exemplifies the Social Services Agency’s values of Integrity, Respect/Excellence, Teamwork and Compassion. If I had to pick one specific value that Elvia exemplifies, it would have to be her teamwork. The dedication that Elvia shows to her work and colleagues is very inspiring to me. For example,*

*on one recent Friday, her colleague had to bring five children into protective custody and, without hesitation, Elvia offered to assist her colleague staying out past 9:00 pm. On another occasion, Elvia rearranged her schedule on last minute notice to assist her colleague transport two children to Texas on a same day turn around trip. I am honored to work alongside such a thoughtful, considerate, and selfless individual.”*

**Jessica Ibarra, Eligibility Technician (ET), Family Self Sufficiency & Adult Services**

ET Jessica Ibarra recently received these kind words from a client:

*“My Social Worker Jessica Ibarra did an OUTSTANDING job. I feel so blessed to have her, she is the best. I had a great experience. Thank God for workers like Jessica.”*

*thank you!*



**Ramona Rangel, Staff Specialist, Administrative Services Division**

Deputy Director of Information Technology Grady Howe recently had these kind words of appreciation for Staff Specialist Ramona Rangel:

*“I wanted to acknowledge Ramona for her outstanding work as the agency Information Security Coordinator. She started with this program from its inception and was instrumental in developing and implementing its structure and governance. She provided ongoing programmatic guidance to the myriad questions she fielded from over 50 Information Security Representatives (ISRs), scheduled and delivered semi-annual ISR training and meticulously tracked ISR audit results. Ramona was always thinking ahead and ensured that all deadlines were met in a timely and accurate fashion. As a direct result of her efforts, the agency had no security breaches during her tenure. She did all this with a bright, cheerful attitude and was a pleasure to work with . I wanted to thank Ramona for a job well done at QST as she transitions to Financial Services and look forward to working with her replacement for this important role.”*



# SSA PROMOTIONS

## DIVISION KEY

ASD	Administrative Services Division
AP	Assistance Programs
CFS	Children & Family Services
FSS & AS	Family Self-Sufficiency & Adult Services

Employee Name	Title	Division
ATLURI, JYOTHI	ADMINISTRATIVE MANAGER III	FSS & AS
BERNAL, TAMMY	STAFF SPECIALIST	CFS
FIELDS, RYAN	GROUP COUNSELOR I	CFS
MONTGOMERY, LEKETA	GROUP COUNSELOR I	CFS
PHAM, CHI	STAFF SPECIALIST	ASD
PIGUEE, ALYSON	ADMINISTRATIVE MANAGER II	ASD
SMITH, NOEL	STAFF SPECIALIST	ASD
TRAN, KHANH	SENIOR SOCIAL WORKER	CFS
WATSON, KYLE	GROUP COUNSELOR I	CFS

## LOOKING TO PROMOTE?

Please click on the link below to see the list of current job openings within the County of Orange.

[www.ocgov.com/jobs](http://www.ocgov.com/jobs)



## CONNECT WITH US!



Twitter:

[www.twitter/OrangeCountySSA](https://www.twitter/OrangeCountySSA)



Facebook:

[www.facebook/OCSSA1](https://www.facebook/OCSSA1)

**SSA Today** is distributed monthly by the SSA Strategic Communications Team and is published by the SSA Today Newsletter Committee. To contact the Committee:

Marco Rodriguez-SSA Today Coordinator:  
[SSAToday@ssa.ocgov.com](mailto:SSAToday@ssa.ocgov.com)

**Do you have questions or comments for the SSA Executive Team? Email your questions, comments or suggestions to:** [directorscorner@ssa.ocgov.com](mailto:directorscorner@ssa.ocgov.com)