

# SocialServicesAgency

#### 2017 ASIAN HERITAGE FESTIVAL DRAWS A CROWD



Pictured: Maritza Medina, Jennie Hoang, Mai Quach, Kiet Nauyen, Phu Le, Tuyet Tran, Hanh T. Nguyen, Angelina Gonzalez, Bellavie Tea, and Kathryn Dang.

The Social Services Asian Forum (SSAF), a member of SSA's Multi-Cultural Advisory Committee (MCAC), recently welcomed approximately 370 guests to the annual 2017 Asian Heritage Festival at the Seafood Palace Restaurant in Westminster. Staying true to its purpose of promoting diversity in Asian cultural heritage amongst SSA employees, there were guests from all regions and different cultural backgrounds at the event.

While guests enjoyed their lunch, they were entertained by fellow SSA employees with live music, singing, and dancing. Notable guests included Deputy Chief Operating Officer Lilly

Simmering, Assistant Deputy Chief Operating Officer Lala Ragen, Administrative Services Division Director An Tran, Assistance Programs (AP) Division Director Wendy Aquin, Children and Family Services (CFS) Deputy Division Director Ken Santini, CFS Deputy Division Director Denise Churchill, and AP Deputy Division Director Mike Edmundson. The 2017 Asian Heritage Festival was a huge success, and a great deal of positive feedback was received regarding the event. Please stay tuned for the next Asian Heritage Festival in 2018! For more information on how you can become a member of the Social Services Asian Forum or other MCAC groups, please visit the MCAC SharePoint page.

#### SPANISH SPEAKING WORKERS FORUM CELEBRATES DIA DE LOS MUERTOS



Pictured: Bobby Guillen, Alfonso Alvarez, Speakers Workers Teresa Nava, Martha Hurtado, Joanna Hussey, Helen Hernandez, and Martha Arellano.

A celebration reception for 'Dia De Los Muertos' took place on November 2, 2017 at SSA's Eckhoff building in Orange. Dia De Los Muertos, or Day of the Dead, is a Mexican holiday that is celebrated throughout Mexico. Family and friends gather to pray for and remember those who are no longer living. The marigold is the traditional flower used to honor those that have passed away. SSA's Spanish

Forum (SSWF), a member of SSA's Multi-Cultural

Advisory Committee (MCAC), celebrated this event with food, music, and several beautifully made altars in honor of the dead. For more information on how you Pictured: To raise awareness of child can become a member of the SSWF or other MCAC abuse, an altar was made in memory of groups, please visit the MCAC SharePoint page.



"Gabriel" who passed away in Los Angeles County.

#### **NOVEMBER 2017**

#### SSA's Core Values

Integrity

**Fairness** 

Diversity

Compassion

Respect

Courtesy

Teamwork Initiative

Thoroughness

Efficiency

Creativity

#### **Special Points of** Interest:

- 2017 Asian Heritage Festival Draws a Crowd
- **Spanish Speaking Workers** Forum Celebrates Dia De Los Muertos
- SSA Spotlight: Excellence in Service
- SSA Employees Assist Families After Hurricane Harvey
- **Board of Supervisors** Proclaim November as Adoption Awareness Month
- **Adult Protective Services Simulation Training**
- 33rd Annual Foster Family <u>Picnic</u>
- **Orangewood Creates Ping** Pong Tournament
- Two SSA Divisions Collaborate to Serve our **Community**
- **Operation Santa Claus**
- Regions Celebrate **Employees**
- Save the Date: FaCT Annual Conference
- Beyond the Call: Exceptional Service in Action
- In Memorium
- Looking to Promote?
- Connect with Us!



### SSA SPOTLIGHT: EXCELLENCE IN SERVICE





Pictured from left to right: Guadalupe Juarez-Castillo, Marisa Leon, Nahid Razaghi, Lourdes Chavez, and Jaime Muñoz. Not pictured: Brenda Villa.

This month's Spotlight team is the Foster Youth Pregnancy Prevention Project Coordination Team.

**QUESTION:** What single intervention can yield all of the following outcomes?

- Improved mobility from poverty
- Improved educational attainment outcomes
- Improved employment outcomes
- Improved housing security outcomes
- Improved socio-economic security
- Improved life outcomes for future generations
- Yield a six-fold return on investment

**Answer:** Delay family formation until ready.

Although mistimed pregnancy among youth in general has been on a decline, youth in foster care continue to experience heightened rates of early pregnancy and next-generation child protection involvement. In fact, 52% of California foster youth become pregnant at least once by age 19 and 33% of Orange County's youth in foster care give birth at least once by their 21<sup>st</sup> birthday.

California extended the time a youth can be in foster care in 2012 from age 18 to 21, and Orange County saw this as an important opportunity to significantly impact two-generational life outcomes. In December 2014, SSA joined four other California counties (Butte, Los Angeles, Napa, and Santa Clara) in a multi-year partnership with John Burton Advocates for Youth, The National Campaign to Prevent Teen & Unplanned Pregnancy, and the American Public Human Services Association to chart this course. To do so, SSA assembled the Foster Youth Pregnancy Prevention Project Coordination Team which convened a public-private cross-sector collaborative to assume the role of the Foster Youth Pregnancy Prevention Steering Committee, and coordinated closely with SSA Research and Training & Career Development. Together, a common course was charted and clarity continues to be identified on the following points:

- This is a long-term commitment
- Change happens incrementally
- Partnerships are essential
- Pregnancy prevention is more than just birth control and healthy sexual development, that it is about supporting youth in anchoring a future outlook to inform life decisions
- Developing, strengthening and sustaining rich human connectedness is an essential element of all services targeting pregnancy prevention
- This is urgent work affecting generational life trajectories

Along the way, the Project Coordination Team developed new tools and acquired learnings which we shared through national print, <u>internet</u>, conferences, and webinar outlets; and which was shared with the California Department of Social Services to produce tools including a web site to house them for other counties. The Project Coordination Team also teamed with The National Campaign to Prevent Teen & Unplanned Pregnancy to produce new <u>tools</u> for trusted adults and to engage Orange County Juvenile Dependency Court judges in pregnancy prevention efforts.

Congratulations to the Foster Youth Pregnancy Prevention Project Coordination Team for all of the great work you do and for being recognized as the SSA Spotlight: Excellence in Service team for November 2017!

#### SSA EMPLOYEES ASSIST FAMILIES AFTER HURRICANE HARVEY



Pictured: Maritza Medina and Brian Byers.

Family Self-Sufficiency Intake Employment and Eligibility Specialist (IEES) Maritza Medina and Assistance Programs Eligibility Technician (ET) Brian Byers recently supported efforts to assist families in Houston, Texas after Hurricane Harvey devastated the area in late Maritza is a trained volunteer and received her August 2017. Children in Disaster Services certification in 2015 to work directly with children in shelter environments. Brian is a Disaster Survivor

Assistance (DSA) Specialist with Federal Emergency the Management Agency (FEMA).

In the aftermath of Hurricane Harvey, Maritza was notified of need for support and immediately responded to help the survivors of this natural disaster. Her



primary Pictured: Some of the devastation in

responsibility was to provide support to children in shelters by reading to Houston, Texas. Photo courtesy of Brian them, playing with them, and comforting them while their parents were busy Byers. with filling out paperwork and trying to recoup the possessions they had lost.



Texas. Photo courtesy of Brian Byers.

Upon arriving to his first duty station in Corpus Christi, Texas, Brian was immediately deployed to work in the North Houston area due to the significant need in that community. As a DSA, Brian was tasked with canvassing neighborhoods, connecting and registering survivors for FEMA assistance, reporting neighborhood conditions to FEMA headquarters, and answering assistance questions.

Both Maritza and Brian found the experience difficult because of the Pictured: Some of the devastation in Houston, extreme circumstances, but it was also rewarding as well. thousands of survivors, drove thousands of miles, worked 80 hour weeks, stayed weeks in tents, and slept in my rental car. I spoke with survivors

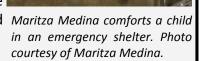
that lost everything, yet had a smile on their face because they're alive and will rebuild," said Brian. Maritza added, "This was such a valuable experience for me. I got to meet and work with wonderful, knowledgeable, and

kind people. I believe that donating my work hours to help people in need is not a waste; it is such a rewarding feeling and such a great satisfaction that I am ready for my next volunteering job."



An emergency center Houston, Texas. Photo children. Thank you Maritza and Brian! courtesy of Maritza Medina.

SSA commends both Maritza and Brian for supporting the efforts of emergency personnel and giving their time to assist families in need during such a difficult situation. Neither of them hesitated to assist when called upon. It is employees like this that truly demonstrate the Agency's mission of delivering quality services that are accessible and responsive to the community. encourage personal responsibility, strengthen individuals, preserve families, and protect vulnerable adults and Maritza Medina comforts a child



#### COUNTY BOARD OF SUPERVISORS PROCLAIM NOVEMBER AS ADOPTION AWARENESS MONTH

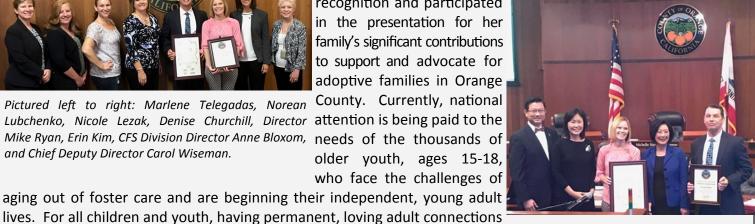


Pictured left to right: Marlene Telegadas, Norean Lubchenko, Nicole Lezak, Denise Churchill, Director attention is being paid to the Mike Ryan, Erin Kim, CFS Division Director Anne Bloxom, needs of the thousands of and Chief Deputy Director Carol Wiseman.

OC4Kids.com for more information.

On November 14, 2017, the Orange County Board of Supervisors presented a Board Resolution to recognize Adoption Awareness Resource parent Erin Kim was present during the

recognition and participated in the presentation for her family's significant contributions to support and advocate for adoptive families in Orange County. Currently, national older youth, ages 15-18, who face the challenges of



Pictured left to right: Vice Chair Andrew Do, Ryan.

Chairwoman Michelle Steel, Erin Kim, Supervisor Lisa Bartlett, and Director Mike

#### ADULT PROTECTIVE SERVICES SIMULATION TRAINING By Stacey Lindberg, Administrative Manager II, Family Self-Sufficiency & Adult Services

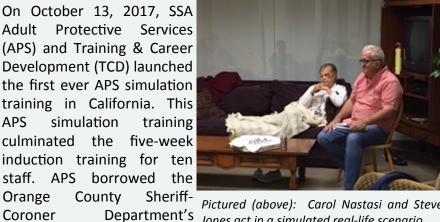


Pictured left to right (First row): Isela Rodriguez, Michelle Nguyen, Carol Kubota, Rebecca Guider, Quatana Hodges, Jacquelyne Garza, Catherine Coroner Becerine, Monica Kim, Andrea Simon and Steven training facility in Santa Ana Jones. Second row: Darrin Wheaton, David Barrios, for a day to simulate and re-Carol Nastasi, Phillip De La O, and Lynda Hein. Third enact real-life APS home call row: Drew Byde.

The real-life situations. scenarios were created and scripted by APS Senior Social Services Supervisors and TCD trainers to resemble APS unannounced home calls. APS also called upon some SSA retirees to come back and be actors in these scenarios. After each scenario, the learner was provided concrete feedback from their peers and trainers on ways to enhance their social work skills. At the end of the day, both the learners and actors agreed that the simulation training experience provided real-life situations in a safe training environment. APS will continue to offer simulation training in their future induction training sessions, and neighboring counties are eager to come see this innovative way of training APS staff.

is critical to lifelong development, achievement and well-being. If you, or

someone you know, is interested in becoming a Resource Family, please visit



Pictured (above): Carol Nastasi and Steven Jones act in a simulated real-life scenario.

Pictured (below): Former Adult Services & Assistance Programs Director Rebecca Guider acts as an elderly patient.



#### THE 33rd ANNUAL FOSTER FAMILY PICNIC



Pictured above: Division Director Anne Bloxom addresses the crowd at the 33rd Annual Foster Family Picnic.

The 33<sup>rd</sup> Annual Foster Family Picnic was held on September 24<sup>th</sup> in Garden Grove. The primary sponsor of the picnic was LA CASA, the support auxiliary for Orangewood Children and Family Center. The Foster Care Auxiliary of Orange County, who organized the picnic, is a nonprofit whose primary focus is to help Orange County families with foster and adopted children. Staff from Children and Family Services and Foster Care Eligibility volunteered at the picnic; it was a huge success with 235 children in attendance.



Pictured (left): A booth created by Managers where children could make their pillowcases.

Pictured (right): **Families** and Communities Together (FaCT) booth.



Pictured: A banner welcoming guests to the 33rd Annual Foster Family Picnic.



#### ORANGEWOOD STAFF CREATES PING PONG TOURNAMENT FOR STAFF AND CHILDREN

By Dustin Gerard, Group Counselor II, Children and Family Services



Dustin Gerard and Tommy Palica play a match as Saul Viramontes keeps score.

competitive match at the OCFC Ping Pong between peers, and fun competition between staff. Tournament.



The First Annual Orangewood Winner Take All Ping Pong Classic began when a few cottages at Orangewood Children and Family Center (OCFC) were provided ping pong tables from OCFC's Recreation Unit. Many of the children in the Intermediate Boys (IB) Cottage immediately took a liking to playing and began to form stronger, more respectful relationships with their peers and staff.

Word of the tournament quickly spread, and other Pictured (above): Tournament creators, cottages began to join the IB cottage for ping pong matches. Not only do the kids enjoy it, but ping pong was bringing both the children and staff closer Pictured (below): Tommy Palica, and OCFC together. Popularity grew as ping pong offers an Program Manager Kim Ragen play a opportunity for healthy socialization and interaction

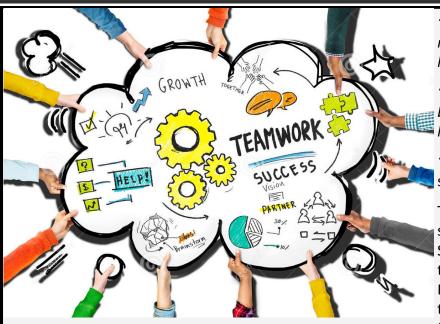


Pictured: Tommy Palica and Dustin Gerard are ready to do battle.

It was through this common interest that the tournament was born. Staff from all cottages and units at OCFC expressed excitement in anticipation of big match-ups. Some staff even converted conference tables into ping pong practice space to train, and some of the children took initiative to act as referees and score keepers. All involved have experienced the opportunity to meet children and staff and were able to build good rapport and new relationships. The tournament has taken a life of its own and is currently still going strong with several fierce competitors vying for the title of Champion. There can only be one....until next year.

#### TWO SSA DIVISIONS COLLABORATE TO SERVE OUR COMMUNITY

By David Harper, Senior Social Services Supervisor, Children and Family Services



"My Eligibility Worker was amazing. They returned my call right away and the problem had already been fixed."

"My Eligibility Technician (ET) was on vacation, but this other worker dropped everything to help me."

"I always get really great customer service" - A small sampling of quotes from resource families

The Foster Care Eligibility (FCE) program is a section of the Family Self-Sufficiency & Adult Services (FSS & AS) division embedded within the Children and Family Services (CFS) division. FCE's Eligibility Technicians (ETs) are uniquely tasked with delivering financial support to CFS foster caregivers and out-of-home placements

who provide for the abused and neglected youth of Orange County. In short, FCE and CFS collaborate to help the caregivers who, in turn, help the kids.

"When I have an urgent issue with a medical placement, I can just walk downstairs and they give me their full attention to solve it." – Mary Ewart, CFS Social Worker

Administrative Manager II Loan English described the challenge of interfacing with multiple CFS programs. "We are two different cultures, two different priorities. We can't expect CFS and FSS & AS to fully understand each other, but we are dependent on each other." Loan identified the importance of communication and cooperation between the programs and with the endorsement of previous FSS Director Nathan Nishimoto and previous CFS Director Gary Taylor, the first quarterly FCE/CFS Collaboration Committee was launched in 2015 to strengthen their partnership and encourage mutual accountability between divisions.

"As separate SSA divisions, we speak different languages, so it takes effort on both our parts to communicate. It is clear FCE sees us as their customers, and they are committed to deliver customer satisfaction. They look to resolve and find solutions for our caregivers. They understand the impact their role has on families and children. This is so different from just crunching numbers- this is about helping kids." – Trisha Schwenn, CFS Program Manager

The job of navigating the intricate complexities of funding CFS placements has grown exponentially due to new legislation and evolving circumstances, but FCE's resolve to provide quality support remains steadfast. The FCE/ CFS Collaboration Committee continues to operate at full force. Loan feels that cohesion and mutual respect are at an all-time high between the two programs. "We have different roles but the same goal, and we're aligned to help caregivers regardless of which division we're in."

FCE's invaluable contribution to CFS has not gone unnoticed. In August 2016, CFS hosted a continental breakfast for FCE to celebrate Eligibility Professionals Recognition Month. In August 2017, it was an afternoon dessert bar. These are tokens of gratitude to FCE from CFS.

FCE extends their uncompromising customer service to foster children, caregivers, social workers and CFS with an understanding that they are all intricately woven together. In doing so, FCE creates a bridge between two divisions as one Agency, moving forward together, serving our community.

#### OPERATION SANTA CLAUS AND SENIOR SANTA & FRIENDS NEED YOUR HELP

Operation Santa Claus (OSC) and Senior Santa & Friends (SSF) annual gift drive began in early November and ends December 22, 2017. What began as a small effort to meet the needs of a handful of children in 1962 has become a major event for the community. Last year, Operation Santa Claus distributed over 39,000 toys/gifts and Senior Santa & Friends distributed almost 6,500 gifts. These gifts brought joy and a message of hope to our most vulnerable children and seniors in Orange County who might otherwise have gone without. Donation bins have been placed in many County buildings including every County Library throughout Orange County. Look for the official Operation Santa Claus and Senior Santa & Friends donation bins with our new logos below.

# OPERATION SANTA CLAUS & SENIOR SANTA & FRIENDS NEED YOUR HELP!

Help brighten the lives of our community's most vulnerable children and families by donating toys and gifts this holiday season.



#### GIVE ONLINE

ssa.ocgov.com/volunteer/donations/osc donation ssa.ocgov.com/volunteer/donations/sr santa donation

#### DONATE NEW UNWRAPPED TOYS

Drop off at 1505 E. Warner Ave., Santa Ana, CA 92705 or email operationsantaclaus@ssa.ocgov.com for a list of donation sites.

#### REQUEST ANGEL TAGS

These tags can be displayed on trees, bulletin boards, walls, etc. Angel Tags provide gift suggestions for a senior or child in need of a gift from "Santa."

Request at <u>senior.santa@ssa.ocgov.com</u> or <u>operationsantaclaus@ssa.ocgov.com</u>

#### **VOLUNTEER YOUR TIME**

Volunteers are needed in November and December to sort gifts, restock and assist shoppers. Sign-up at <a href="https://www.signupgenius.com/findasignup">www.signupgenius.com/findasignup</a> and search for a sign up under the email address <a href="mailto:operationsantaclaus@ssa.ocgov.com">operationsantaclaus@ssa.ocgov.com</a>



Call 714-679-2438 for more information.



"We make a living by what we get. We make a life by what we give." -Winston S. Churchill

Operation Santa Claus is a 501(c)(3) non-profit organization operated by the County of Orange Social Services Agency. (Tax 1.D. #95-3616628)

Click here to enlarge flyer

#### REGIONS THROUGHOUT SSA CELEBRATE ELIGIBILITY PROFESSIONALS MONTH

August is recognized as Eligibility Professionals Recognition Month. Eligibility Professionals are a group of dedicated individuals who provide an extraordinary level of service to the applicants and recipients of CalWORKs, CalFresh, Medi-Cal, General Relief, Cash Assistance Program for Immigrants, Foster Care, Refugee Cash Assistance, and Adoptions. SSA's Eligibility Professionals serve the eligibility needs of over one in four Orange County residents per month. During the past few months, many of SSA's Regional Offices have found creative ways to celebrate this group of talented employees. Below is a photo collage of some celebrations that have taken place throughout the regions for employee appreciation. We thank you for your compassion and dedication in serving the needs of our community and making a positive and lasting contribution to the residents of Orange County.



Pictured: Nestor Hernandez, Thanh Nguyen, Sarahi Ekstrom, Jeannette Chavarria, Melanie Nguyen, Verenice Davila, and Miguel Anguiano.



Pictured: Randal Concepcion, Carmela Wilson, Esmeralda Ortuño, and Mauro Medina.



Pictured: Dayan De La Barra Gutierrez, Valeria Castells, Lizeth Carstensen, Ashley Sherman and Erika Patronas.



Pictured: Odón Sanchez, Bennie Nuñez, and Marissa Pease.



Pictured: Lindsey Ponce, Cristian Cozma, Ruth Moran, Phi Phi Thai, Victor Castillo Ruano, Sandra Rojas, and Florence Puente.



Pictured: Kim Hoan Vo and Yolanda Mojica.

#### SAVE THE DATE: THE 2018 FaCT ANNUAL CONFERENCE



Mobilizing Communities

Building Capacity

Reaching the Hard to Reach

Advancing Our Mission

Creating Collective Impact

**Enhancing Our Knowledge** 

#### **BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION**



# Damian Lambey, Social Services Supervisor I (SSSI), Administrative Services Division

SSSI Damian Lambey recently received this note for providing a great learning experience at a recent training:

"Just wanted to say thanks for a great class at TCD. Learned a heck of a lot and I'm glad it was extended for the entire day. Meant a lot that you remembered my name. Really shows commitment and excellence as an instructor."

#### Jesse Guillen, Staff Specialist, Administrative Services Division

Staff Specialist Jesse Guillen recently received these words of thanks from the chairwoman of the Orange County Veterans Employment Committee:

"It was such a pleasure working with you. [We] enjoyed ourselves immensely and were thrilled to volunteer and assist you coordinate your yearly [Orange County Toy Collaborative] distribution. You truly do an amazing job overseeing this worthwhile program which takes an abundance of time, lots of patience, and ongoing effort to launch on behalf of our children in Orange County. Our hats off and thanks to you and your amazing team of folks for a job well done."



# Employee of the

# Lisa Powers, Senior Social Worker (SSW), Children and Family Services

Congratulations to SSW Lisa Powers who was recognized as the CFS Employee of the Month for October. Here are some examples of Lisa's selfless work:

"Lisa makes herself aware of how her colleagues are doing and will volunteer to help if she perceives a problem. When another social worker received a very complex medical referral involving a baby, Lisa became aware of the situation and enlisted the help of one of our Social Workers. A warrant was eventually needed on the case and the worker received an Immediate referral while processing the warrant. Lisa took the initiative and had the Immediate referral reassigned to her.

She is a phenomenal social worker, strategist and mentor! She is honest, hard working, perceptive and knowledgeable. Lisa is always there to guide, listen, and help manage. She embodies the spirit of Emergency Response and remains critical to the development and growth of new AND seasoned staff. She is ALWAYS there to help and never makes you feel bad or stupid if you don't know something."

#### **BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION**



## Monica Rozenberg, Social Services Supervisor II (SSSII), Administrative Services Division

Training Career & Development (TCD) recently recognized SSS II Monica Rozenberg as "Employee of the Quarter", presenting her with TCD's Total Customer Dedication award for her consistent top-notch work both inside and outside of the classroom. Monica demonstrates unique talents and resourcefulness in working with her peers, students, and the community. Below are some comments from her peers:

"Monica is proficient in her work and has a willingness to tackle difficult projects and seeing them to successful completion. She is fully committed to

meeting and supporting each student's needs with a safe learning environment, proactive communication, collaboration, respect, and a critical understanding of TCD's objectives."

"The display of performance-based professionalism, work ethic, attentiveness, cohesiveness, and leadership proficiencies demonstrated by Monica sets the standard for valuable and outstanding customer service."

## Al Pasillas, Administrative Manager I (AMI), Administrative Services Division

AMI Al Pasillas recently received these kinds words of appreciation from Administrative Manager II Annabella Buitrago:

"Having AI as our building Analyst makes a huge difference. It's really admirable how he always see projects through from conception to completion. AI is very detail oriented, supportive, flexible, has a great work ethic, and always finds a way to get things done, and done well."

"He has gone beyond his line of duties to attend all the Special Town Hall meetings with our staff to provide them with updates and answer their questions, which has made this transition very smooth."

"We are thankful to have him as part of our team, especially now with the growth of our regional office, Al's teamwork, dedication and commitment to excellence will be needed."





#### Vivian Vu, Eligibility Technician (ET), Assistance Programs

ET Vivian Vu received these words of gratitude from an appreciative client:

"I want to personally thank Vivian for her excellent service for my son and for correcting the errors that have occurred since March 2017. Thank you for your professionalism and for the follow-up phone calls and correspondence to resolve and correct his paperwork for his Medi-Cal case. You went above and beyond in kindness to resolve the disputed issues and correct them in a timely manner. Thank you so much for your hard work. I am grateful."



#### Steven Dang, Eligibility Technician (ET), Assistance Programs

ET Steven Dang recently received these words of gratitude from two different clients:

"I would like to take this opportunity to extend my gratitude toward Mr. Steven. His professionalism went above and beyond. He went out of his way to help me to understand my Medi-Cal benefits which, under circumstances of confusion and stress is not completely clear to me. SSA is doing a good job to have Mr. Steven. I can see him shining in his performance."

"I have great things to say about Steven. He has helped me a great deal regarding the 250% Working Disabled Program. He answered all my

questions and put my mind at ease. I clearly understood every word he said. He talked so I could understand him. He knew all questions and is a benefit to this office."

#### Jacqueline Lopez, Eligibility Technician (ET), Family Self-Sufficiency & Adult Services (Not pictured)

ET Jacqueline Lopez recently received these kinds words of appreciation:

"I want to give a big shout out to Eligibility Technician (ET) Jacqueline Lopez for her awesome team work with a CFS referral. She assisted in engaging techniques with the family and brainstorming ideas to help with homeless assistance. Thank you again Jacqueline for all of your help in helping me locate services and helping the family. Your efforts are greatly appreciated."

#### 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
DIAZ, NORMA	SENIOR INSTITUTIONAL COOK	CFS
EHRHART, NELLY	DATA ENTRY TECHNICIAN	ASD
MC DONALD, KEVIN	SENIOR SOCIAL SERVICES SUPERVISOR	CFS
SANCHEZ, JACKELYNE	SECRETARY III	CFS
SILLAS, MARIBEL	SECRETARY I	CFS
TANG, CATHERINE	SENIOR SOCIAL SERVICES SUPERVISOR	CFS
TRAN, CATHY	SENIOR SOCIAL WORKER	CFS

#### IN MEMORIUM

SSA would like to recognize the recent passing of a retired SSA employee. Please keep her family in your thoughts during this difficult time.

Salete Amorim - CFS, 20 years of service



#### **LOOKING TO PROMOTE?**

Please click on the link below to see the list of current job openings within the County of Orange. Recruitments currently open on behalf of the agency are the following:

www.ocgov.com/jobs





#### **CONNECT WITH US!**



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www.twitter/OrangeCountySSA

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