



SSA's Core Values

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

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Director's Corner By Mike Ryan



As another year is coming to a close, I wanted to take a moment to reflect back on our past year of challenges and successes. We started 2017 with a startling change from the State that would have severely impacted our budget – the proposed In-Home Supportive Services Maintenance of Effort funding shift. This led to a countywide hiring freeze as well as a freeze on discretionary spending, which has since been lifted, as Orange County worked with our colleagues across the state to address this issue. While there was a two year interim solution, we must still take a prudent approach to how we do business in order to plan for future impacts.

In spite of that speed bump, we were able to continue to provide responsive and quality services to our community. I wish I could highlight every single one of our accomplishments, but the list would never end! I'd like to take a brief moment to highlight some of our major accomplishments this year:

- Assistance Programs achieved a 97% timeliness rate for Medi-Cal applications and a 96% timeliness rate for Medi-Cal redeterminations.
- Children & Family Services, in collaboration with the Strategic Communications, Legislation, and Policy Team and Volunteer and Outreach Services launched the "[Be the One](#)" public awareness campaign to raise awareness of the risks and indicators of the commercial sexual exploitation of children.
- Family Self-Sufficiency continued to work diligently to increase the CalWORKs Work Participation Rate (WPR), achieving 40.1% as compared to the prior year of 31.8%.
- In-Home Supportive Services staff again increased their compliance rate in the area of timely reassessments with a rate of 91.6%.
- The Agency received several awards and accolades for various SSA programs and services including recognition for the Mobile Response Vehicle Outreach at the Courtyard Transitional Center, an award for the Eliminating Racial Disparity and Disproportionality Workgroup's *Fairness in Families* video, recognition for outstanding delivery of CalFresh benefits, and being named as one of Forbes 500 best employers for 2017. *(Story continued on Page 4)*



SSA SPOTLIGHT: EXCELLENCE IN SERVICE



Pictured from left to right: Veronica Valadez, Cheryl Bowman-Argudin, Blanca Corlett, and Roseanne "Mariah" Paez. Not pictured: Jermaine Roberts, Edwin "Troy" Bogar, Jeanette Norombaba Petersen, Ann Chua and Denise Nguyen.

This month's Spotlight team is the In-Home Supportive Services Application Unit.

"It takes one person to change a life and it all begins with the Application Unit". This is how In-Home Supportive Services (IHSS) Social Worker Veronica Valadez describes her role in the Application Unit (AU) at IHSS.

The IHSS Application Unit is comprised of eight dedicated Social Worker II's and one Social Services Supervisor I who are often the first point of contact for the public and anyone inquiring about IHSS. The IHSS program provides services to over 31,000 Orange County residents who are aged, blind or disabled, and are limited in their ability to care for themselves, or cannot live safely at home without help.

The AU is the centralized call center for the IHSS program in Orange County. AU Social Workers stay busy by processing applications that are received via phone, mail, fax, e-mail, as well as walk-ins. They exemplify Orange County's "No Wrong Door" philosophy as, in addition to taking IHSS applications, they also assist clients on a variety of inquiries by providing information and referrals to other SSA programs and community resources. The increased complexity of the intake calls has prompted the AU Social Workers to become more creative in their resource referrals. According to AU SSSI, Cheryl Bowman-Argudin, "Sometimes my staff will spend over an hour on the phone with a client not only taking an IHSS application, but also providing them with resources ranging from veterinary clinics for their service dog to local food banks who can deliver to a homebound senior." Ms. Bowman-Argudin also stated that, on a recent occasion, a caller suffered a medical emergency during a telephone application. The AU Social Worker was able to contact a neighbor and 911 to get the caller the emergency medical attention that they needed in a timely manner.

Riding the crest of the Silver Tsunami as the aging population continues to increase in Orange County, the AU has seen a steady growth in their roles and responsibilities within the IHSS program. All of the AU Social Workers are mandated reporters and have been trained to make regular referrals to Child Welfare Services and Adult Protective Services as needed. Three of the AU Social Workers also have a specialized caseload called "Board and Care" in which they collaborate with the Social Security Administration to determine financial eligibility for additional benefits. The Board and Care caseload requires these particular AU Social Workers to make home visits and complete an intake and/or redetermination for Social Security benefits.

The AU triages approximately 1,600 calls and 75 walk-ins each month. Of these calls and walk-ins, approximately 750 turn into IHSS applications. A typical IHSS application takes approximately 45 minutes to complete. After the application is taken, the case will then be distributed to an IHSS Field Social Worker to complete the intake process.

The AU team has to work collaboratively and cohesively on a daily basis to get the job done and provide optimum customer service to Orange County residents. They always do it with a smile and set the tone for a positive experience for the next phase of the intake process.

Congratulations to the In-Home Supportive Services Application Unit for all of the great work you do and for being recognized as the SSA Spotlight: Excellence in Service team for December 2017!

AFTER 30 YEARS, DIVISION DIRECTOR OF ASSISTANCE PROGRAMS SET TO RETIRE



Division Director of Assistance Programs, Wendy Aquin, will be retiring on January 18, 2018, after 30 years with the Social Services Agency and a total of 42 years in public social services. During her years with SSA, she worked in many parts of the agency including: facilities, contracts, employment services, In-Home Supportive Services, Adult Protective Services, and now overseeing Medi-Cal, CalFresh, and General Relief in her current assignment. Wendy shared how valuable the varying assignments were, as she gained a wealth of knowledge and experience by learning different facets of the Agency.

Wendy was born in Nova Scotia, Canada, where her father was stationed in the Royal Canadian Navy. Her family immigrated to the United States when she was 4 years old and she grew up a few miles north of Orange County in Pico Rivera. Upon graduating from California State Fullerton with a degree in Political Science, she accepted an entry level eligibility position with the Social Security Administration's regional office in the Bay Area. Wendy worked her way up through the ranks and was a Management Analyst when she decided to return to Southern California. Seeing more opportunity for growth with the County of Orange, Wendy interviewed with a few county agencies before accepting a position as a Staff Analyst III (equivalent of an AMI) with what was then called Management Services within SSA.

Wendy shared a couple of experiences that had a lasting impact on her time at the Agency. She indicated that her time in Adult Protective Services (APS) was very rewarding, because it was while working alongside program staff that she learned the value of social work. Coming from a political science background, Wendy shared that the knowledge she gained while working in APS is one of the most valuable experiences of her career. One of her most significant accomplishments was the implementation of the Affordable Care Act (ACA) in 2014. A hot political issue and an incredible challenge, Wendy led a dedicated team in Assistance Programs to success in implementing all of the federally mandated changes resulting from ACA.

Wendy maintains a positive work life balance by committing to it, and maintaining discipline both in her work and in her personal life. She explained that work is never ending; just when you are about to complete one project, several more come up. She stressed the importance of learning how to delegate work and trusting your staff to get the job done.

What advice does Wendy have to those looking to advance their career? She stressed the importance of education and to always be open to new opportunities, stating, "If you have the opportunity to rotate and learn a new position, take it." She explains that learning a new position in another program can broaden your knowledge and make you more marketable. She attributes the diversity of her experience as one of the primary reasons she was able to rise through the ranks at SSA. She also stated, "Don't be discouraged. There will be times when things do not go your way, but just keep trying. Appreciate how fortunate you are to do work that is meaningful."

Wendy leaves us with some final words, "SSA has been a great place to work. I have seen so many people start in entry level positions and become Deputy Directors and Executive Managers. SSA is one of the few employers that I know of where that happens. Don't set your sights too low, continue to work hard, educate yourself, and never give up!"

SSA Director Mike Ryan had these kind words for Wendy, "On behalf of the Social Services Agency, I would like to thank Wendy Aquin for her 30 years of service with the Agency. Wendy has been an incredible asset to the Agency throughout her tenure, especially as our Division Director of Assistance Programs. One significant example is that her wisdom and guidance led us to a successful implementation of the Affordable Care Act – a true feat given the considerable regulatory changes and increased caseloads. Wendy leaves the Agency with a legacy of innovation, commitment, and a sincere passion for serving the Orange County community. I have been truly honored to work alongside Wendy and have relied so much on her intellect, innovation and tenacity! Wendy – we wish you all the best in your retirement. You will be missed!"

(Continued from page 1 - Director's Corner)

We would not have been able to accomplish so much without our dedicated staff. Thank you all for your hard work!

As we look forward to 2018, we again have a year of change and opportunities. Wendy Aquin, Division Director of Assistance Programs, retires in January and John Hendrickson is set to take the reins. Our Sand Dollar office will be closing at the end of January and some of you may be re-locating to other facilities. While this consolidation will be a benefit to our Agency and to many of our clients, we understand that this may be a significant impact to you. I encourage you to speak with your supervisors about any concerns you might have. Also in 2018, we will be launching the Restaurant Meals Program in the cities of Anaheim and Santa Ana. I am proud of our Agency's ability to remain flexible and responsive to new regulations and to the needs of our community. That flexibility is what ensures that we are so successful – so thank you!

Don't forget – we love to hear from you! Please share any ideas or thoughts with the Executive Team at: directorscorner@ssa.ocgov.com.

In closing, I want to wish you all a safe and happy holidays. I look forward to another innovative and successful year ahead!

5th ANNUAL SNUGGLE DAY DRAWS A CROWD



Pictured (above): Social Workers "shop" for items for children on their caseloads.

Pictured (below): Some of the quilts that were available for social workers to choose from at the 5th Annual Snuggle Day.



Five years ago, Snuggle Day was born from the graciousness of two community partners, PJs from Heaven and the Orange County Quilters Guild. In its first year, PJs from Heaven donated over 1,000 new pajamas, and the Quilters Guild donated over 100 handmade quilts to provide needed items to families served through SSA's Children & Family Services (CFS) division. CFS and the original partners saw the potential to further grow this special program and invited other Faith in Motion (FIM) partners to support what then became called "Snuggle Day".

Snuggle Day brings together social workers and community partners to provide warm clothing items for children and families on their caseloads. The main goal is to directly connect SSA's FIM partners with social workers in an effort to foster positive relationships and communication. Social workers shop for items such as blankets, pillows, pajamas, socks, shoes, beanies, scarves, and even bicycles for the children they support on their caseloads. Senior Social Worker Brittney Chambless stated, "Snuggle Day was amazing! I was blown away by everything that was available. I can't wait to deliver to all my kiddos."



Pictured from left to right: Roylyn Burton, Sharon Landis and Helen Lindsey.

The first year saw approximately eight FIM partners participate; five years later, over 15 organizations take part in Snuggle Day. Snuggle Day has grown so significantly that the event outgrew its original location at the Eckhoff Auditorium and is now hosted by Saddleback Church in Anaheim. SSA would like to thank all of our community partners and staff that make this event successful.

THE EMPLOYMENT PREPARATION PROGRAM CONTINUES TO ASSIST CLIENTS

In order to assist clients in breaking down barriers and obstacles to self-sufficiency, the Employment Preparation Program (EPP) component of the California Work Opportunity and Responsibility to Kids (CalWORKs) program seeks to prepare clients for real world opportunities. The goal of EPP is to help CalWORKs clients who are participating in the Welfare-to-Work (WTW) program gain valuable work experience through subsidized employment in public, non-profit, or private worksites. Several County agencies, including SSA, utilize EPP participants in their programs. Breanna Janssen is one such client who has truly benefitted from the EPP program.



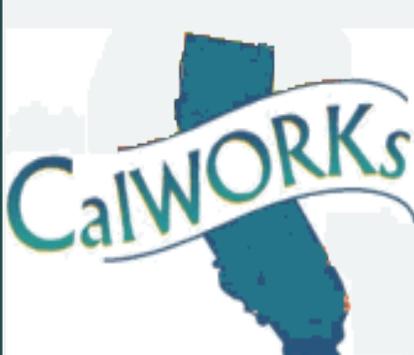
Pictured: Breanna Janssen

Breanna's experience with SSA and the CalWORKs program began in 2013 when she was pregnant with her youngest child. Although exempt from WTW activities, Breanna voluntarily decided to participate and signed up for courses at Irvine Valley College (IVC). While she faced a few barriers along the way, her outlook remained positive and persistent on her quest to achieve her educational and career goals.

She recently participated in the EPP program and was placed at the Foster Care Regional Center (FCRC) as an Office Assistant. While working at FCRC, Breanna expressed how the region's sense of community and unity helped her learn the importance of working together with peers to get a job done. She enjoyed working for the County so much that she has applied for various positions within the County family. Office Supervisor Cyndi Garcia at FCRC mentored and participated in mock interviews with Breanna to assist her in the application and interview processes. Ultimately, Breanna's long term goals are to attend Law School and become a Family Law Attorney. Breanna shared the following words about her experience:

"When I started my education at IVC, I did not own a car, and I took the bus for three hours each way to and from school every day for the first two or three semesters. I do not have any family to help me financially and I live in a transitional apartment through Casa Teresa, which is a program for homeless women who are pregnant with nowhere to go. My youngest son, who was with me full-time, was about four months old.

The childcare plan I receive through the CalWORKs program is amazing. If it weren't for the CalWORKs program, I would not be successful in school. The ancillary services from Social Services are a blessing to me each semester and help make sure that I am prepared for success. My plans to become self-sufficient are to find permanent housing for me and my children and to continue my education no matter what it takes. I am currently a Volunteer Note Taker for a Disabled Students Programs and Services (DSPS) student in one of my classes. I was a member of the Criminal Justice Club on campus one semester where I attended and competed in a regional conference representing IVC and I volunteer in the Children's Ministry at my church, World of Life Orange County, where I have been a member since I was pregnant with my youngest son.



Thanks to the support of the CalWORKs program and SSA, I have been able to overcome financial hardship, homelessness, depression, anxiety, and child custody matters in order to pursue my certificate and now my degree. I truly believe that now my future is bright!"

Congratulations, Breanna on all the hard work and dedication you have demonstrated on your journey. We wish you the best of luck in all of your educational and career endeavors!

OVER 100 EMPLOYEES PARTICIPATE IN THE CAREER ADVISORY PROGRAM

By Carol Kubota, Senior Social Services Supervisor, Administrative Services Division



employees on October 17, 2017. Advisors and Advisees met for the first time at a tea held at SSA Headquarters. The CAP program assists non-supervisory employees with mapping next steps in their careers through meetings with trained, volunteer Advisors. The Advisors provide career coaching and guide the Advisees to develop short-term and long-term career goals. In addition, Advisors



Pictured: Advisee Claudia Castro and Advisor Jenifer Rodriguez.

coordinate experiences for the Advisees, such as attending two CAP-specific classes (Leadership Communication Skills for Everyone and Recruitment Readiness and Interviewing Success), job shadowing, and mock interviews with different classifications both within SSA and with other County agencies.

For additional information on how you can become a part of the CAP program, please visit the [CAP Page](#) on the TCD Intranet or e-mail questions to the CAPInbox@ssa.ocgov.com.



Pictured: Advisee Kristen Hayden-Hill and Advisor Christy Myers.



Pictured: Advisee Robert Zambrano and Advisor Jennifer McDonald.

SSA MENTORSHIP PROGRAM CONTINUES TO BE SUCCESSFUL



Pictured: Victor Guzman and Mike Edmundson.

On October 17, 2017, 50 of SSA's innovative leaders celebrated the conclusion of the 2016-2017 Mentorship Program. The mentorship program pairs first level supervisors and managers with experienced managers within the SSA. This program is a year-long, one-on-one learning relationship. The celebration was marked with a networking tea and a slide show highlighting the accomplishment of participants in the past year. This year, there were a total of eight promotions, four mentors and four protégés. SSA Director Mike Ryan provided the key note presentation, emphasizing a holistic and integrated approach to leadership development and succession planning for the agency. Participants were awarded commemorative table-top timers to ensure that they take a moment each day to practice mindfulness.

A total of 182 SSA leaders have participated in the Mentorship program since its inception in 2007. To learn more about the Mentorship Program, click [here](#). The next Mentorship solicitation will be sent out in the first quarter of 2018, so be sure to keep an eye out for it.



Pictured: Bonasy Kong and Estera Heiberger.



Pictured: Lucila Torres and George Ruvalcaba.



Pictured: Mitra Behboudi and Donovan Bayron.

BEYOND THE HORIZON TRAINING



Pictured from left to right: Romel Cameros, Natalie Meinardus, Hugo Torres, Emmanuel Valadez, Clette Fladger, Rhonda Childs, Rosemary Orozco, Eric Lopez-Blount, Kalea Perez, Denise Gallon, Maria Gallegos, Himani Arya, Juan Aguilar, Priscilla Pedroza, April Tanner and Janie Gonzales.

Children and Family Services (CFS) Operational Support Services recently held their Third Annual “Beyond the Horizon” Clerical training at Irvine Park. More than 200 CFS clerical staff members attended the event over the course of four days, led by CFS Operational Support Services, Beyond the Horizon Steering Committee, and CFS Clerical Supervisors. Organizers used t-shirts, hashtags, emojis and magnets to promote the event. The customer focused training covered various topics to assist front line staff in their professional development and growth. The training sessions began with guest speaker, Holly Lattimer (Cigna Wellness Coach), speaking about stress and methods to cope with it. The training also hosted all four CFS Deputies who had the chance to visit with staff. They each said a few words and

answered questions from those in attendance. The Beyond the Horizon Committee developed various team building exercises geared towards networking, career advancement, effective communication and teamwork. To close the event, a short parody film was presented to staff that addressed navigating through negativity in the work place called “The Real Professionals of CFS”.

CFS Clerical Support staff truly enjoyed this training as it was innovative, teambuilding and motivating. One employee stated, “Beyond the Horizon Training was a great motivator. I enjoyed the training video on basic work etiquette and personal/professional attributes that can enhance job performance”. The feedback received from the evaluations after the event showed that 97.5% rated the event good or excellent. The Beyond the Horizon Steering Committee would like to thank Training and Career Development Staff, and Public Affairs Specialist, Saul Viramontes, for their assistance in creating the staff video. The CFS Clerical Team looks forward to next year’s event!



Pictured: Rhonda Childs and Juan Aguilar make a presentation, while Briana (DJ Bree) Jozwiak plays background music.

THE ORANGE COUNTY FAMILY VIOLENCE COUNCIL CONFERENCE



Pictured left to right: Kim Pham, Honorable Judge Kim Hubbard, Commissioner Ed Hall, Connie Schonert (Probation) and Patrick Jenison.

What is the cycle of Generational Violence? Why does it occur, and how can it be prevented? On November 3, 2017, these questions were posed by the Orange County Family Violence Council, a coalition of community agencies that address violence, during their Annual Family Violence Conference. The conference, titled "Identifying, Understanding and Breaking the Cycle of Generational Violence", was held at the Delhi Center in Santa Ana and addressed important topics related to generational violence including Restraining Orders, Threat Assessment, Cyber Bullying, Violence and Human Trafficking Survivors, Elder Abuse, Bystander Intervention, and Vicarious Trauma.

Over 240 members from various community services agencies were in attendance at the all-day event. Representatives from SSA’s Adult Protective Services program were in attendance, and many shared that they received valuable insight at the conference. SSA would like to thank the agencies that helped make the conference a success. Be on the lookout for information about next year’s conference!

COLLABORATION IMPROVES PROCESSES

By Ilan Wolf, Administrative Manager I, Administrative Services Division



Each quarter, the Quality Support Team (QST) reviews 25 Children and Family Services (CFS) cases as part of the mandated Child and Family Services Review (CFSR) process. Using the mandated case review tool, an in-depth analysis of each case is conducted by: reviewing the case file; interviewing the social workers assigned to the case; and interviewing the parents, caregivers, and, as applicable based on their age, children who received CFS services. The information obtained from these reviews is provided to the California Department of Social Services (CDSS), which utilizes the findings to assess CDSS policies and practices. As part of the Continuous Quality Improvement (CQI) process, QST also collaborates with CFS to

utilize the information obtained from the case reviews to reinforce the application of CFS Policies and Procedures (P&Ps) in order to sustain successful practices and to identify areas for continued growth and development.

QST and the Family Maintenance Collaborative Services (FMCS) program recently had the opportunity to strengthen practices based on the findings of the CFSR case review process through a strong collaborative effort achieved through honest, strength-based communication; mutual respect; and shared goals. Identifying areas of strength and continued growth during the CFSR case review process led Senior Social Services Supervisor, Catharine Rooney of QST, to link with FMCS Program Manager Julie Poulos to facilitate a more in-depth review of FMCS. The comprehensive review Catharine conducted yielded invaluable information about successful FMCS practices that could be built upon for an even higher level of service to be provided to children and families. This is of crucial importance because families participating in FMCS services do so voluntarily to address issues of abuse and neglect that place their children at high risk for continued abuse and neglect. The voluntary services FMCS provides are essential to supporting these families with overcoming the issues that led to CFS involvement and, as a result, ensures the ongoing safety and well-being of their children.

Julie and the FCMS supervisors utilized the information from Catharine's program review to implement training and ongoing internal supports to reinforce program practices, enhance collaboration with partnering programs, and expand utilization of protective intervention options. Julie also invited Catharine to present her findings and recommendations to FMCS staff. This was a mutually beneficial experience as Catharine was deeply gratified by the receptive and eager feedback received by FMCS staff. It is evident that the collaboration between QST and FMCS has established a firm foundation for ensuring that cases are managed with the highest level of social work practice and adherence to policy.

This collaboration demonstrates the deep commitment of two SSA teams working together to identify ways to enhance practice and working collaboratively to do so. Most importantly, this collaboration will help ensure the safety of children, support families, and allow all those involved to be reminded of the value and vital importance of their work.

ORANGEWOOD HOSTS 32nd ANNUAL HOLIDAY TEA



Pictured: First place winner, the Adolescent Girls (AG) Cottage.

On December 7, 2017, the Orangewood Children and Family Center (OCFC) celebrated its 32nd anniversary during their Annual Orangewood Holiday Tea. The children were dressed in their holiday best, greeted visitors, and offered tours of the cottages. Children and staff decorated their cottages in creative, festive themes and provided refreshments and tasty treats. This year, over 440 guests attended the Holiday Tea and submitted their votes

for their favorite decorated cottage. The first place winner was the Adolescent Girls (AG) Cottage with a Little Mermaid theme, second place was the Juniors Cottage, and third place was the Intermediate Girls (IG) Cottage. Congratulations to all of the winners!

OCFC is a valuable and critical component of the continuum of care for foster youth by serving as an emergency shelter and multiservice center with 21 distinct programs. SSA continues to work closely with the California Department of Social Services in order to transition to a ten-day shelter and to ensure that it continues to serve as a critical placement resource for Orange County youth. Congratulations to OCFC on 32 years of providing outstanding service!



BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



Anthony Crews, Administrative Manager I (AMI), Assistance Programs

AMI Anthony Crews recently received these kind words of appreciation from Program Manager Debbie Lockett about the service he provided to a client:

“Anthony spoke with the customer several times during the process of resolving the issue at hand. He was able to calm this very irate customer and expressed much empathy regarding her situation. Anthony collaborated with the appropriate Regional staff to re-establish her eligibility promptly. Our customer commended Anthony for his exemplary efforts extended on her behalf. He resolved her issue perfectly. She thanked us for having someone of Anthony’s caliber working for the Agency. She described him as entirely competent and extremely professional, with outstanding courtesy. She said he is deserving of recognition as a wonderful

reflection on our agency. I’m very impressed with the skill with which Anthony handled this customer and how he turned a negative situation into a positive one and encouraged our customer to applaud him for his actions. We would like to recognize Anthony Crews for providing excellent customer service. Great job!”

Magdalena Sifuentes-Baily, Intake Employment and Eligibility Specialist (IEES), Family Self-Sufficiency & Adult Services

Recently, IEES Magdalena Sifuentes-Baily received the following thank you note from a client:

“My family and I wish to express our sincere gratitude. We arrived in this country in August with many expectations, but few opportunities. However, we went to the [SSA office] where you work; and we were fortunate to meet you. Thank you for listening and supporting us. Now my wife and I are already working, our salaries are not yet enough, however, we continue striving every day so that we will not have to ask for help very soon. But we will never forget your generosity and dedication to your work. Thank you.”



Monique Ruelas, Social Services Supervisor I (SSSI), Family Self-Sufficiency and Adult Services (FSS & AS)

SSSI Monique Ruelas recently received these kind works of appreciation from the FSS & AS Compliance Monitoring Team for her assistance with helping a client avoid receiving sanctions:

“Thanks Monique for always being so helpful when I have questions. I appreciate your help and am thankful that I can rely on you as a resource.”



Thank you!

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



Molly Belgram, Senior Social Worker (SSW), Children and Family Services

Congratulations to SSW Molly Belgram who was recently recognized as the CFS Employee of the Month for November. Here is an example of Molly's selfless work:

"Molly has received outstanding remarks/feedback via emails, telephone calls, letters and cards, from community organizations, other professionals and Social Services Agency/Children and Family Services and Health Care Agency personnel. She is in high demand and often times is requested for these Speaker Bureau presentations. Molly is noted as being very professional and courteous and a great asset to this Agency. Since she is the "face of the agency" during these presentations, her positive point of contact is assisting in the community understand child and elder/dependent adult abuse reporting procedures and laws. Molly has

assisted in contributing to a more positive working relationship with the community and their attitude about this Agency!"

WE WANT YOU TO SHARE YOUR EDUCATIONAL JOURNEY WITH US

Did you return to college as a full time employee? What were the challenges and how did you handle them? We want your stories of success!

We want to celebrate you and demonstrate to others that it is possible to balance work and life while completing one's higher education. We want to hear from you about how you balanced work and life while attending school to further your education. You are invited to submit a short paragraph or two about your experience to [Training Partner Inquires/Updates](#).



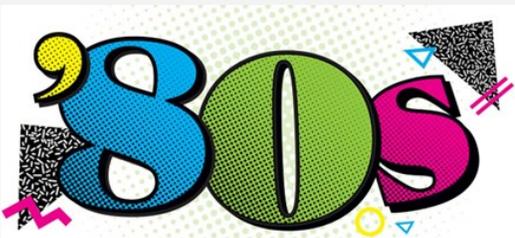
Stories may be published on the SSA Intranet and in the SSA Today Newsletter. We look forward to hearing from you!

SSA TODAY QUIZ

Congratulations to Andrea Cao who was randomly selected as the winner of October's OC Parks quiz. Andrea won a Starbucks gift card and some SSA merchandise. Congratulations, Andrea!

In honor of the holiday season, we thought we'd take you on a trip down memory lane! This month's quiz is a "Toys from the 80's" quiz! Entries that have all eight questions answered correctly will be entered into a drawing, and the SSA Newsletter Committee will randomly select one lucky winner. Good luck!

To take the SSA Today Quiz, click [here](#).



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
AOUN, MICHAEL	ADMINISTRATIVE MANAGER II	ASD
BUSTOS, MARIO	ADMINISTRATIVE MANAGER II	AP
ENGLISH, LOAN	ADMINISTRATIVE MANAGER II	FSS & AS
HENDRICKSON, JOHN	EXECUTIVE MANAGER	AP
MANSOURI, FATEMEH	SOCIAL WORKER II	FSS & AS
NGUYEN, TU	INFORMATION PROCESSING TECHNICIAN	CFS
SAMSON, KEVIN	OFFICE SUPERVISOR C	AP
TRIGO, CLAUDIA	SENIOR SOCIAL SERVICES SUPERVISOR	CFS
VALLE, MARIA ELENA	SENIOR SOCIAL SERVICES SUPERVISOR	CFS
YESCAS, LAURA	SENIOR SOCIAL SERVICES SUPERVISOR	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



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www.facebook/OCSSA1

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