

OCSSA TODAY

BOARD OF SUPERVISORS RECOGNIZE WORLD ELDER ABUSE AWARENESS DAY



Pictured: Supervisor Michelle Steel, Elizabeth Anderson (Director of Long-Term Care Ombudsman Program, Council on Aging), Supervisor Lisa Bartlett, Karyl Dupee (St. Jude Medical Center Senior Services), Chairman Andrew Do, Bill Liu (Health Care Agency), Debra Baetz (Family Self-Sufficiency & Adult Services Division Director), Stacey Lindberg (Adult Services Administrative Manager), Tina Patel (Senior Deputy District Attorney, Major Fraud Unit), Supervisor Todd Spitzer

2018 marked the 12th anniversary of World Elder Abuse Awareness Day which was recognized nationally on June 15. According to the National Council on Aging (NCOA), "Approximately one in 10 Americans aged 60 and older have experienced some form of elder abuse. Some estimates range as high as 5 million elders who are abused each year." Last year in Orange County, Adult Protective Services received 12,800 reports of elder abuse, which is an increase of over 5% from 2016.

One key initiative for the Social Services Agency (SSA) is to continue the collaboration with the Elder Abuse Forensic Center, a partnership with the University of California, Irvine. This partnership brings expert professionals from legal, medical, social services and law enforcement agencies together to better understand, identify and treat elder abuse; determine more efficient ways to successfully prosecute elder abuse cases; and support the prevention of elder abuse through greater awareness and education. With the elderly population increasing annually, it is important to remain vigilant and aware of the signs of elder abuse. Some signs include: unexplained injuries, isolation, new friends coming into the lives of elders and beginning to have a say over what and when the family can see their loved ones, changes in behavior, unexplained bank withdrawals, changes to Wills and Power of Attorneys, and missing legal documents.

On June 5, 2018, the Orange County Board of Supervisors presented a resolution proclaiming June 15, 2018, as World Elder Abuse Awareness Day in Orange County and was received by representatives from SSA, Health Care Agency, Orange County District Attorney's Office, St. Jude's Senior Services, and the Council on Aging.

The County of Orange, including County community partners such as the Council on Aging, are committed to helping seniors live longer, healthier lives in the communities of their choice for as long as possible.

All Orange County residents are strongly encouraged to report suspected elder or dependent adult abuse by calling the Adult Protective Services 24-hour hotline at (800) 451-5155 or your local law enforcement station. To find out more about elder abuse, visit <http://ssa.ocgov.com/abuse/elder>.

CONTENTS

SSA Spotlight: Excellence in Service	2
Meet SSA's Leadership Development Team	3
June Is National Safety Month	4
Work Participation Rate Update	4
SSA & United Way Partnership	5
Stories From the Field	5
CalWORKs 2.0 Santa Barbara Visit	6
Resumé Writing Tips	6
Mentorship 2018 Kickoff	7
2018 FaCT Conference	7
Did You Know?	8
EdAP Orientation	8
SSA Budget for Fiscal Year 2018-19	9
Beyond the Call: Exceptional Service in Action	10
SSA Today Quiz	12
SSA Promotions	13
SSA Executive Meet & Greet	14
In Memoriam	14
Looking To Promote?	14
Connect with Us!	14

SSA SPOTLIGHT: EXCELLENCE IN SERVICE

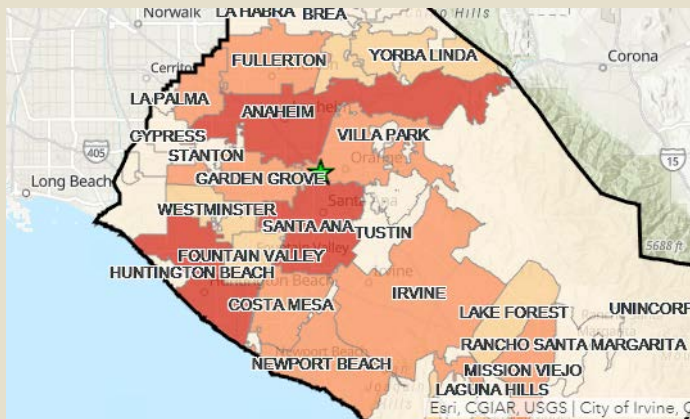
THE SSA RESEARCH UNIT

SSA's Research Unit has been part of the Administrative Services division for over 35 years, supporting all of SSA with their data analysis and reporting needs. The unit consists of 11 staff, including managers and research analysts, structured into three teams dedicated to collaborating with the Assistance Programs (AP), Children and Family Services (CFS), and Family Self-Sufficiency & Adult Services (FSS & AS) divisions. Research also performs a variety of functions and regularly produces a number of products benefitting the Agency such as:

- ♦ Various state reports
- ♦ Longitudinal view of data over the past 10 years, as found in the Executive Information Summary (EIS), by program and division
- ♦ Caseload projections and trends analysis of cases in SSA's programs for budgeting and staffing needs
- ♦ Outcome development and monitoring for contracts
- ♦ Special studies such as AB12 study (focus groups), Family Reunification study (case reviews), telework/telecommute survey, and workforce engagement projects
- ♦ Survey development and data analysis assistance across the agency

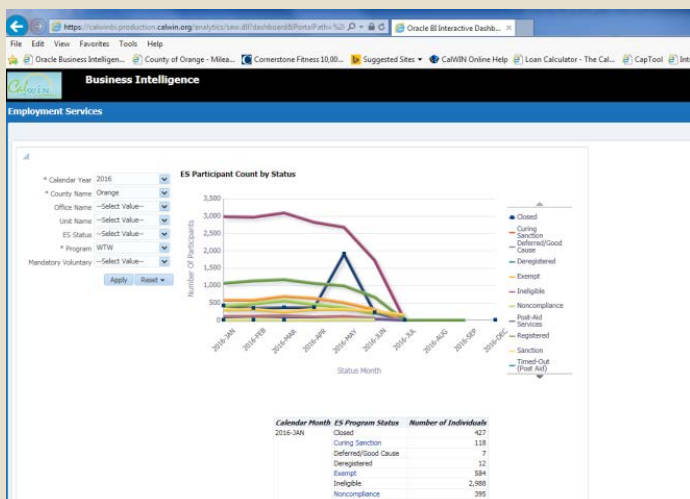


*Pictured from left to right: Adrian Llamas, Lillian Chang, Ryan Brooks, Chakrya San, Kimberly Goswiler, Andrea Lewis, Lora Connor, Cathy Wong, and Peter Dinh
Not pictured: Jay Wong and Thu Phan*



ArcGIS: The newest addition to the unit's functions and responsibilities includes utilizing ArcGIS software to develop maps of our agency's programs, clients and facilities. These maps are used to determine potential facilities and assist in new initiatives, such as the Restaurant Meals Program to identify prospective restaurants for participation in the program. In fact, the unit recently launched the ArcGIS website which shares maps that analysts have created to date. Research and Information Technology (IT) lead the SSA GIS/PowerBI Workgroup, which is working to advance the use of maps, dashboards and applications in data reporting and analysis efforts.

Business Intelligence: Research has collaborated with IT, Financial Systems Coordination, as well as AP and FSS programs in the rollout of the CalWIN Business Intelligence (BI) tool and with the overall assessment of other BI software use within our agency. Research continues to explore ways to make data and reports more available to staff and leadership in the agency. The goal is to utilize the best tools available to move toward interactive data displays and user level analysis via dashboards and websites.



For additional information and current reports, visit the Research intranet site at http://ocssa/intranet/Administrative/Research_1 or view the recent e-Learn in Training Partner (course code e5286). Managers may also submit ad hoc query and GIS mapping requests using the Data Request Management System (DRMS) at <http://drms/>. If you have any questions about the role of the Research Unit, please call (714) 541-7447.

Thank you to the Research Unit for focusing on the needs of our internal and external clients and congratulations on being recognized as the SSA Spotlight for June 2018!



MEET SSA'S LEADERSHIP DEVELOPMENT TEAM



Pictured: An Tran

Name: An Tran

Title: Division Director, Administrative Services

Areas covered in your position: Financial Services, Financial Systems Coordination, Research, Training & Career Development, Program Integrity, Centralized Operations, Volunteer & Outreach Coordination, Facilities & Emergency Management Services, Contracts & Procurement Services, Resource & Recruitment Coordination team, Accounting and Human Resources

Years of Service with the County of Orange: Over 19 years

Divisions worked/previous experience: I started my career with the County of Orange as an office trainee in the Health Care Agency. During my tenure, I've also been employed in the Social Services Agency (SSA), County

Executive Office and OC Waste & Recycling. Within SSA, I've worked in the Assistance Programs, Family Self-Sufficiency and Administrative Services divisions in a variety of positions and functions including Medi-Cal (Intake, Continuing, IEVS), CalWORKs, Computer Support, CalWIN (limited term during implementation), Training & Career Development (TCD) and Financial Services (FSS, CFS).

Fun fact about you (hobby, favorite food, movie, sports team, etc.): I enjoy watching movies, walking on an inclined path (not at a level where I can honestly call it hiking yet!), exploring tide pools at the beach and spending time with family. My favorite type of food is soup with Vietnamese Bun Bo Hue, Thai Tom Yum and Mexican Pozole being on the top of the list. Besides enjoying the bold flavors, they're my favorite because my daughter helps me cook them.

Professional development tips for staff: Don't give up and do try different things. I find that I'm most successful in an assignment if I am open-minded and willing to take it as a challenge for both professional and personal growth. I truly believe that you are more competitive if you have diverse experience with respect to programs, functions, divisions and even departments. It allows you to have a more global perspective when approaching problems and developing solutions.

Also, sometimes life takes you on different paths and it's not necessarily bad. I'm a horribly shy biochemistry major who worked as an eligibility worker in the human services field then became a TCD trainer, learned about budgets and have found success as an administrator. I found that each step helped me gain valuable skills and made a positive mark on my character and unique style.



Pictured: Anne Light

Name: Anne Light

Title: Medical Director

Areas covered in your position: As SSA's Medical Director, I provide the development of medical services and countywide initiatives to support SSA's core mission and business practices.

Years of Service with the County of Orange: I have been with the County of Orange for three years.

Divisions worked/previous experience: Prior to joining Orange County, I worked as a pediatric hospitalist and provided expert advice about puzzling medical cases in the Emergency Room, inpatient floor, intensive care units and operating rooms. But the more time I spent in the hospital, the more I became convinced that the key to good outcomes for children lies not in more tests or expensive medications but in providing basic care and services

for families and preventing child maltreatment and substance abuse. While working in the hospital, I implemented a number of combined medical/social services programs which led to improved patient outcomes and am thrilled to work at SSA where I can focus on these projects every day. (Continued on page 4)

(Meet SSA's Leadership Development Team, continued from page 3)

Fun fact about you (hobby, favorite food, movie, sports team, etc.): Coming from Massachusetts, I cannot get enough of the beautiful weather and wonderful parks and seashores here in Orange County. I also love to garden and have embraced the tropical weather by growing everything from mangos to pineapple guava in my backyard.

When I'm not enjoying nature, I am usually practicing martial arts with my family. I am an internationally certified Tae Kwon Do instructor and my husband, daughter and I have fun sparring or practicing on our heavy bag - outside, of course!

Professional development tips for staff: Don't be afraid to admit your mistakes or weaknesses and ask for help when you are challenged. We all have areas that we struggle with and the more you reach out for advice with an open mind, the more you can learn and grow.

JUNE IS NATIONAL SAFETY MONTH



SSA is proud to join the National Safety Council and thousands of organizations nationwide at promoting a safe work environment during the month of June which has been declared National Safety Month.

As we like to think in the safety business, safety is everyone's responsibility. The best safety programs are those programs where all staff do their part to make safety a personal priority. Together, these elements are part of a greater safety management system – one which aims to continuously identify hazards and reduce risks to an acceptable level thus lessening the likelihood of an incident

occurring on the job. As a result, SSA employees are encouraged to embrace and consider the following Safety points:

- I always look out for my own safety, the safety of my co-workers, and the safety of the public when getting the job done.
- I will actively look for hazards, promptly report them, and take appropriate actions to warn others.
- I will strive to be a good safety role model for my friends and family even when off the job.

WORK PARTICIPATION RATE UPDATE

Congratulations to the Work Participation Rate Team, and the Family Self-Sufficiency & Adult Services (FSS & AS) division, for closing out Federal Fiscal Year (FFY) 2017 by achieving the Work Participation Rate (WPR) of 40% for All Families! Most adult CalWORKs recipients are mandated to participate in the Welfare-To-Work (WTW) Program, which provides a wide range of services designed to support families working toward the goal of self-sufficiency. The measure of WTW performance is the WPR. As a strategy to increase the overall percentage, the WPR Team reevaluates all Temporary Assistance for Needy Families (TANF) reviews assessed as "Not Met" to determine if they could be changed to "Met". With their passion, hard work, and alignment with SSA's overall mission and vision, they were successful!



SSA & UNITED WAY PARTNER TO PROVIDE FREE TAX PREPARATION FOR OC RESIDENTS



From February 2, 2018 through April 13, 2018, SSA and Orange County United Way partnered with the Internal Revenue Service (IRS) to bring the OC Free Tax Campaign to local residents by providing free tax preparation services to SSA clients.

Orange County United Way hosted a Volunteer Income Tax Assistance (VITA) site on Fridays at Training and Career Development (TCD) and Saturdays at the Santa Ana Regional Center (SARC) Lobby A from 9:00 a.m. to 3:30 p.m. Below are some statistics on the success of this VITA

site; all numbers show an increase from last season!

- A total of 19 free tax prep days were offered at SSA representing a total of 114 hours of operation
- Orange County United Way hosted a toll-free appointment hotline (in English, Farsi and Spanish) which set 340 appointments for the site
- SSA provided several office spaces/training rooms with computers and IT operational staff support
- 43 unduplicated volunteers donated 1,036 hours
- 292 electronic returns were transmitted to the IRS by the VITA team, resulting in:
 - \$353,301 in federal and state refunds returned to the participating taxpayers (for an average of \$1,570 per refund)
 - 93 participating taxpayers (31%) received federal Earned Income Tax Credit (EITC) for a total of \$130,618 (or an average of \$1,401 per taxpayer)
 - Of the taxpayers who opted to complete a satisfaction survey, 99% said they had a pleasant to very pleasant experience

Per Livi Kerszenbaum, Associate Director of Orange County United Way, "SSA's Santa Ana (site) is a fantastic location for free tax prep services, and I believe that the number of taxpayers served can continue to grow with expanded access to the program."

STORIES FROM THE FIELD

"Stories From the Field" highlights significant and impactful examples of employee interactions with the communities we serve. These stories will display the ways staff make a meaningful difference by illustrating what it means to be a public servant. If you have a story you would like to share, please email us at SSAToday@ssa.ocgov.com.



A young adult formerly in foster care recently reached out to staff in the Children and Family Services (CFS) Transitional Planning Services Program (TPSP) with the hope of expressing her gratitude for the support she received from her former social worker, who was unable to be identified. The genuine tone of her gratitude is a reflection of the hard work and dedication of all of our social workers in CFS, along with the lasting positive impact that may remain in the lives of children. According to the young adult, the unnamed social worker "was the only one there when I had no one. She was super patient, understanding and helpful to me. I want her to know that she did make a difference in my life. I still remember all she did for me. Also the Orangewood staff was amazing. I am now working on my Master's degree at Pepperdine in Clinical Psychology so I can give back to children who are in the same situation I was then. So to summarize... a big THANK YOU to all the people in CFS and other areas of service to children who need it."

CALWORKS 2.0 SANTA BARBARA VISIT

On March 12, 2018, the California Work Opportunity and Responsibility to Kids (CalWORKs) 2.0 Training was held in Santa Barbara. In partnership with Mathematica Policy and Research, CalWORKs 2.0 is part of the County Welfare Directors Association of California's (CWDA) effort to assist California's most vulnerable families using a goal-achievement service delivery framework. The CalWORKs 2.0 Santa Barbara visit was a one-day training event for CalWORKs staff to explore the evidence base that underlies CalWORKs 2.0 and how it can be applied to their everyday work. Pictured are our Orange County SSA attendees. Feel free to ask our delegates any questions you might have about CalWORKs 2.0!



Pictured: Mayra Chavarria, Jane Dong, Bonasy Kong, Dianna Padilla, Liz Rivera, Selena Arbid, Sumit Sapra, Kathy Cortez, Rosio Alonso, Phillipe Moreno, Lorraine Daniel, and Kien Phung

RESUMÉ WRITING TIPS

Looking for tips on how to beef up your resumé? Look no further! Here are some quick ideas to get you started.

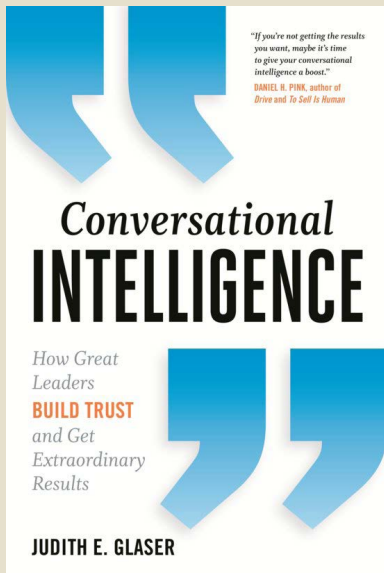
- Don't tell your life story - keep your resumé succinct.
- Use active words. Examples include: Analyze, Develop, Lead, Collaborate, Coordinate.
- Edit! There's nothing quite like reviewing a resumé and finding grammatical and spelling errors. Sell yourself through accuracy!
- Customize. It's important to tailor the job duties you describe to those that are relevant for the position you are seeking. Also focus on the job duties that reflect your most impressive accomplishments.
- Avoid personal pronouns.
- Begin your resumé with your elevator speech in order to summarize and relay your top qualifications. Example: Master in Business Administration with excellent project management and leadership experience. Strong proficiency in budgetary and legislative analysis. Well versed in marketing and communication.



For other resumé building tips, read the following articles:

- ["Tips for Creating a Concise Resume"](#)
- ["What Your Resume Should Look Like in 2018"](#)

MENTORSHIP 2018 KICKOFF



"Mentorship 2018: Expanding the Soft Skills of Leadership Through Conversational Intelligence" was launched on May 15. This dynamic program is one of the premier ways in which SSA develops our next generation of leaders, lays the groundwork for succession development, enhances job performance and satisfaction, as well as cultivates portable leadership skills and promotes resource sharing. Across our four divisions, twenty-nine Protégés were matched with Mentors and began their year-long journey together.

The afternoon started with our just recently retired SSA Director Mike Ryan speaking to the Mentorship Program's significance, value, intention and impact in cultivating the agency's leadership. Though he recognized this year-long commitment was not an easy decision to make, he asked all participants to honor and maintain the integrity of the Mentor-Protégé relationship by making and taking the time to meet to develop and enhance the leadership presence throughout our agency. His endorsement gave power to a quote by Karen West: "Together, both parties in

a mentoring relationship produce results neither could achieve on their own..." In other words, as the relationship develops and evolves, the experience is likely to synergistically grow and stretch the leadership skills of both Mentors and Protégés.

Participants were introduced to *Conversational Intelligence - How Great Leaders Build Trust and Get Extraordinary Results* to guide their journey. The author, Judith E. Glaser, insists "To get to the next level of greatness depends on the quality of the culture, which depends on the quality of relationships, which depends on the quality of conversations. Everything happens through conversations."

During the launch, Mentors and Protégés had an opportunity to set the context and discuss their aspirations, goals and objectives for their journey together in the coming year. Congratulations to all the Mentors and Protégés as they embark on this journey of personal and professional development!

2018 FaCT CONFERENCE

On May 17th, several SSA staff along with community members attended the 2018 Families and Communities Together (FaCT) Annual Conference which was held at the Great Wolf Lodge in the city of Garden Grove. The conference offered a variety of workshops intended to generate bold and innovative conversations geared towards helping the lives of families and children in Orange County. Not only did SSA staff attend the conference, but several also participated as panel and workgroup moderators. Dr. Jaiya John, author/poet/founder of Soul Water Rising, served as the keynote speaker.



Pictured: Nancy Lum, Jessica Chlebowski, Maria Manzo, Lucinda Solorzano, Joanna Hussey, Lourdes Chavez, Celia Jordan, Desiree Avila, Martha Walter, Gail Araujo, Claudia Juarez, Brandon Provencal, Kelley Martinez, Frank Zuniga



Pictured on panel: Peg Corley (Executive Director, LGBT Center Orange County), Danny Cortez (Co-Pastor, New Heart Church), and Kelley Martinez (Assistant Regional Manager, Santa Ana Regional Center)

DID YOU KNOW?

SSA's Systems Support Team (SST), which is a part of Information Technology (IT), supports over 4,000 SSA users in all divisions, who provide necessary benefits and services to one in four Orange County residents. SST does this by maintaining the performance, security and access of our agency's benefit eligibility systems such as: the CalWORKs Information Network (CalWIN); California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS); Medi-Cal Eligibility Data System (MEDS); OnBase; and the Electronic Benefit Transfer (EBT) system. SST's 24 analysts, along with the support of eight administrative and clerical staff, analyze and respond to trouble tickets from staff, review and prepare Release Notes, and coordinate and conduct various ongoing testing. In addition, they also provide technical support for CalWIN electronic Inter-

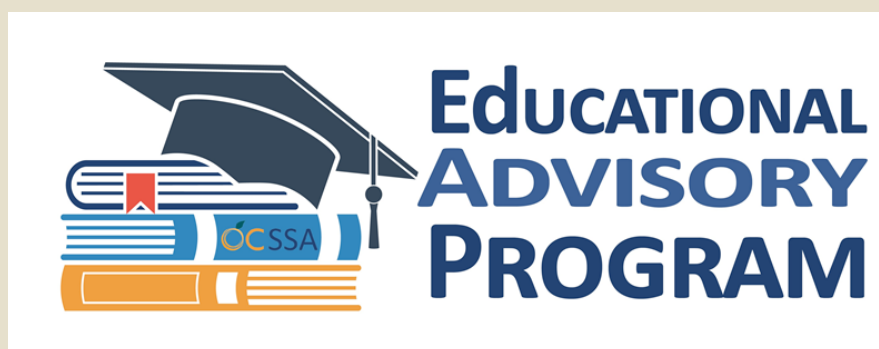
County Transfer (eICT) functionality, the My Benefits CalWIN external website application (My BCW), and Business Intelligence. SST maintains the scheduling of CalWIN processes, calendars and data tables for Orange County. There are many additional behind-the-scenes assignments that SST completes such as the management of provider tables. This action enables CalWORKs eligibility staff to arrange child care services and issue Welfare-to-Work (WTW) payments to clients. As the proper functionality of our benefit systems impact how we as an Agency are able to do business, SST participates and represents our county in various workgroups and collaborates with all of our eligibility programs to ensure needs are met and to identify issues as they arise. SST also collaborates regularly with Training and Career Development (TCD) and the other areas of IT to provide trainings and rollouts of new updates such as Windows 10 to users. Ultimately, SST's role is to provide great customer service so that eligible Orange County residents feel confident that they will receive their benefits properly.



EDUCATIONAL ADVISORY PROGRAM ORIENTATION

On May 23, 2018, the Educational Advisory Committee hosted the first ever Educational Advisory Program (EdAP) Orientation. EdAP was authorized by SSA's leadership in 2018 in order to support SSA staff within any classification pursuing higher education. The program leverages SSA's internal resources to facilitate a positive experience among staff who are working concurrently with their educational activities. The program pairs Participants with Educational Coaches (ECs) who have experienced the challenges of balancing work/life while pursuing their higher education. A total of 64 Participants and Coaches were matched for this year's cohort.

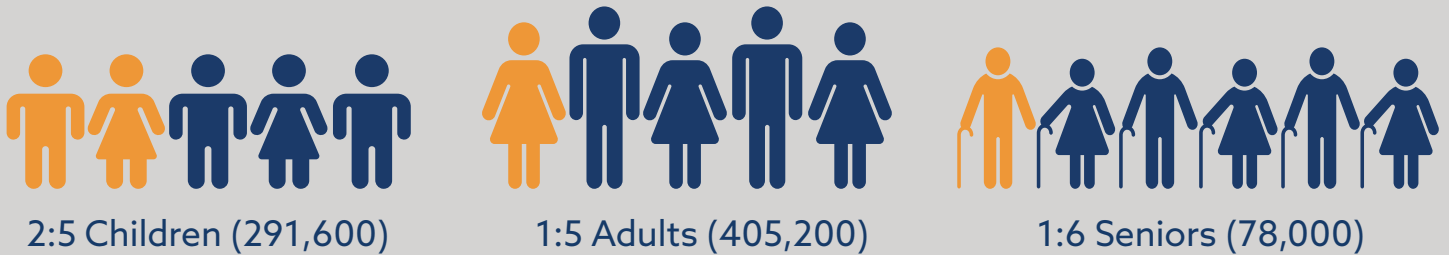
For more information about EdAP, please visit: http://ocssa/intranet/Administrative/Educational_Advisory_Program_EdAP



SSA BUDGET FOR FISCAL YEAR 2018-19

The graphic below provides a snapshot of the number of people we serve at SSA as well as our Agency's recommended budget, caseload projections, funding challenges, priorities and initiatives for upcoming fiscal years:

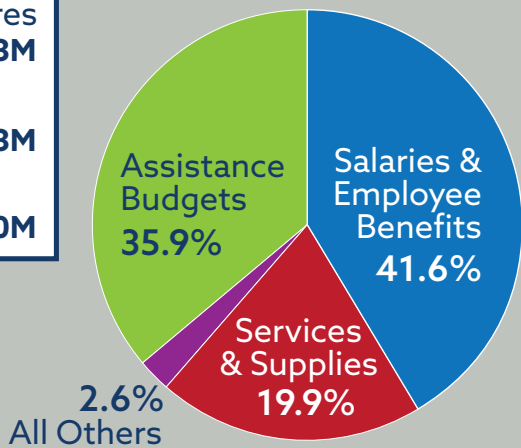
OCSSA SERVING OUR COMMUNITY



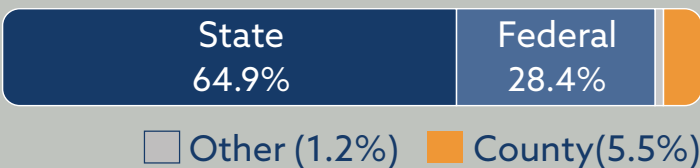
- SSA serves approximately 1 in 4 Orange County residents through a variety of programs and services
- Our programs provide children, adults and seniors access to health care, food and assistance for basic needs
- Our hotlines handled over 48,000 reports in FY 2016-17 on suspected child and elder abuse and neglect

FY 2018-19 RECOMMENDED BUDGET

Expenditures **\$904.3M**
Revenues **\$854.3M**
NCC **\$50.0M**



Where Does the \$904.3 Million Come From?

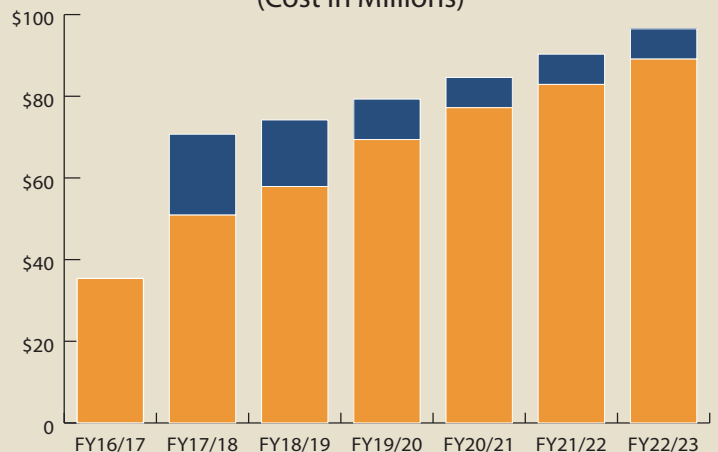


THE BREAKDOWN

Program	Caseload	Proj. % Change
Adult Protective Svcs	1,275	+10.6%
IHSS Paid Hours	34.2M	+6.9%
General Relief	4,279	+2.7%
Medi-Cal	407,544	+2.2%
CalFresh	104,506	-1.4%
Foster Care	5,718	-1.9%
CalWORKs	15,961	-2.9%

IHSS FUNDING CHALLENGES

BASE IHSS MOE AND ESTIMATED IMPACT OF ADMIN CAP
(Cost in Millions)



■ County Responsibility ■ State GF Offset

- Net MOE and Admin Cap are the County's responsibility
- In FY 2017-18, the State shifted approximately \$600M to counties
- State GF partially offsets the cost shift but will decline from \$400M to \$150M
- Base IHSS will grow from \$35.4M in FY 2016-17 to an estimated \$90.7M by FY 2022-23
- Shifting of 1991 Realignment funds from other programs to mitigate impacts

PRIORITIES & INITIATIVES

- Child Welfare Continuum of Care Reform
- Commercially Sexually Exploited Children
- Homelessness
- Restaurant Meals Program
- CalWORKs Work Participation



BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



Silvia Lopez, Social Worker II (SWII), Family Self-Sufficiency & Adult Services

SWII Silvia Lopez recently received this letter of appreciation from a grateful Welfare-to-Work (WTW) client:

"This letter is to express my gratitude and appreciation for Mrs. Lopez in hopes that her commitment, work ethic and humility are recognized. I have been on and off public assistance since I was a teen mother. I had my share of interactions with workers that have not been half as pleasant as Mrs. Lopez. She is the very first worker to offer words of encouragement and empowerment to me. Also, I recognized Mrs. Lopez for her professional demeanor and attire. She consistently remained professional and stern, yet kind and empathetic. She is always by the book, and held me accountable for all my actions and responsibilities. She treated me fairly and pushed me to become more proactive that led me in achieving my BS in Human Services and self-efficacy. I'd like to thank Mrs. Lopez for her support in my academic career as well as in my personal life. My goal is to assist my community as she had done for me."

Cheryl Smyth, Administrative Manager I (AMI), and Christopher Avventino, AMI, Administrative Services

AMI Cheryl Smyth and AMI Christopher Avventino recently received these words of gratitude from Chief Deputy Director Carol Wiseman:

"Thank you to you and your team for coordinating SSA's 2018 Volunteer Appreciation event. It was a lovely, professional, well organized event and really showcased the Agency, staff who work with volunteers and interns, the County's Volunteer/Intern program, community support for County programs, the volunteers and interns themselves, and County leadership support and appreciation for these precious resources. Well done!"



Maritza Medina, Employment and Eligibility Specialist (EES), Family Self-Sufficiency & Adult Services

Intake EES Maritza Medina received the following words of recognition for her excellent customer service:

"Your worker Maritza was very nice, so kind, so helpful following up and following through. You did a great job with her and the general public benefits from it."

Ana Guerrero, Employment and Eligibility Specialist (EES), Family Self-Sufficiency & Adult Services (not pictured)

Intake EES Ana Guerrero received the following words of appreciation from a client:

"We just wanted to thank you so very much for all of your work in helping us through this very difficult time. We have had the opportunity to use the CalFresh card that you were able to give us, and I cannot tell you what a big help that has been this month. We are very grateful to you and wanted to show our appreciation by leaving positive feedback about what a great job you have done in helping us. You really made us feel comfortable in a rather uncomfortable situation, and you really do such a great job in what you do. Again, thank you so much for all of your help and for your genuine kindness."

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

Teolinda Jackson, Group Counselor I (GCI), Children and Family Services

GCI Teolinda Jackson was recognized as CFS Employee of the Month for in May 2018 and received the following words of recognition for expressing SSA's value of Respect/Excellence:

"Teolinda Jackson works in the Intermediate Girls Cottage. Through the years of my employment here, I have always noticed how Teo goes above and beyond to help the children whenever she can. I have observed how the kids feel comfortable with her, how they look for her for strength and any kind of issues they may be experiencing or going through. I have noticed how Teo will give 100% of her time and energy to help run the cottage and help the staff and kids."



Jennifer Skinner, Eligibility Technician (ET), Assistance Programs

Intake Dual ET Jennifer Skinner was recognized by her supervisor for her excellent customer service after receiving the following words of gratitude from several of her customers:

"Thank you so much for taking the time to speak with me, you don't know how much I appreciate that."

"Thank you for your time and for processing my case so quickly."

"Thank you for making it such an easy process at such a humbling time in my life. "

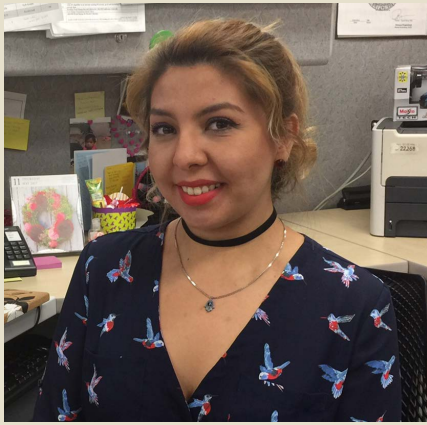
Maggie Downs, Social Worker II (SWII), In-Home Supportive Services (not pictured), and Jacky Estrada, Registry Training Specialist, Public Authority

SWII Maggie Downs and Jacky Estrada recently received the following words of gratitude from a client:

"My family and I wish to thank you Ms. Margaret Downs (IHSS) and Ms. Jacky Estrada (Public Authority) in helping our mother in working in this case. Both of them are really helpful in approving the hours for mother for the caregiver to work on. They guide us what we need to do. Ms. Downs is very sweet and very helpful. She understands the situation of our mother who is 94 years old, has dementia, and high blood pressure. With the approved hours for our mother this was really, really helpful especially with her medical conditions. Ms. Downs was very helpful, understanding and very supportive. Our family can not thank her enough. We are hoping that she can be promoted. Thank you, thank you."



BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



Giselle Rivas, Eligibility Technician (ET), Assistance Programs

ET Giselle Rivas received the following note of appreciation from a client:

"I would like to acknowledge Giselle Rivas for the exceptional customer service she provided me today."

Ernestine Myrick, Employment and Eligibility Specialist (EES), Family Self-Sufficiency and Adult Services

Intake EES Ernestine Myrick received the following words of appreciation from three of her clients:

"She is very helpful as well as understanding with my current situation. She processed my application quickly. She is a Diamond Award nominee!"
"She is very professional and helpful. She treated me with respect and care."
"She is very knowledgeable and I was well informed."



SSA TODAY QUIZ

As a tribute to National Safety Month, this month's quiz will consist of five questions focused on Safety. Entries that have all five questions answered correctly will be entered into a random drawing and the SSA Today Newsletter Committee will randomly select one lucky winner. Good luck!

The quiz winner for the month of April will be included in the August newsletter, along with the winner for this month. Stay tuned!

To take this month's SSA Today Quiz, [click here](#).



SSA PROMOTIONS

<u>Employee Name</u>	<u>Title</u>	<u>Division</u>
COFFMAN, CHERYL RENEE	EMPLOYMENT & ELIGIBILITY SPECIALIST	ASSISTANCE PROGRAMS
COLEMAN, RACHELLE LEEANN	GROUP COUNSELOR TRAINEE II	CHILDREN AND FAMILY SERVICES
COOPER, STEPHANIE MICHELLE	SR. SOCIAL SERVICES SUPERVISOR	CHILDREN AND FAMILY SERVICES
COZMA, CRISTIAN TRAIAN	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
DO, ALVIN LE	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
FERGUSON, RODNEY LEE	OFFICE TECHNICIAN	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
FLORES, LIZETTE	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
GARCIA, YAJAIRA B	SR. SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
HUYNH, BINH PHUOC	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
LARA, MARITZA	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
LOPEZ, LAURA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
MARTINEZ, ROSA MARIA	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
MORENO, PHILLIPE JOSEPH	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
NAVARRO, VICTORIA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
NELSEN, ANKITA ROY	ADMINISTRATIVE MANAGER I	AGENCY ADMINISTRATION
NGUYEN, KIRSTEN VY	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
NORIEGA, MARIA G	ELIGIBILITY TECHNICIAN	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
OCHOA, BERNABE	ADMINISTRATIVE MANAGER I	ASSISTANCE PROGRAMS
OLIVARES, KARINA COBARRUBIAS	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
PHAM, MAI HUONG DO	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
SANTANA, MAYRA E	SOCIAL SERVICES SUPERVISOR I	AGENCY ADMINISTRATION
SCHUPMANN, KERENSA LYNN	SR. SOCIAL SERVICES SUPERVISOR	CHILDREN AND FAMILY SERVICES
SIDDIQUE, MOHAMMAD ALI	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
THAI, PHI PHI	SOCIAL SERVICES SUPERVISOR I	AGENCY ADMINISTRATION
TOBER, ANGELA RENEE	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
VELASQUEZ, BEATRIZ M	SOCIAL SERVICES SUPERVISOR II	ASSISTANCE PROGRAMS
VINDIGNI CARRACEDO, FEDERICO M	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
VINDIGNI CARRACEDO, MARIANA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS

SSA EXECUTIVE MEET & GREETINGS

The SSA Executive Team looks forward to seeing you at your office this year at their annual Meet & Greet! To submit questions in advance of the Meet & Greet, please email the Executive Team at directorscorner@ssa.ocgov.com and indicate which Meet & Greet you will be attending in your email. Please see the schedule below for upcoming Meet & Greet:

JULY 2018



Location	Date	Time
SARC/CWER/TCD/TFPC/PI/DR: 1928 South Grand Avenue, Santa Ana, Conference Room AB 101/105	7/24/18	9:00 - 10:00 a.m.

IN MEMORIAM

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

Dee Branson - Store Clerk, Family Self-Sufficiency & Adult Services



LOOKING TO PROMOTE?

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

<https://www.governmentjobs.com/careers/oc>



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