

# OCSSA TODAY

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

## BOARD OF SUPERVISORS RECOGNIZE ELIGIBILITY PROFESSIONALS MONTH

On August 14, the Orange County Board of Supervisors officially designated the month of August as Eligibility Professionals Month, recognizing the critically important role of our County's eligibility professionals and the vital work that they perform to serve our community. SSA Director Debra Baetz was on hand along with several other agency representatives to receive the Board's recognition on behalf of our agency's nearly 2,000 eligibility professionals. Director Baetz highlighted the significant increase in the number of clients needing our agency's services over recent years, as well as the compassion and dedication of our eligibility professionals "to ensure that those we serve have a positive experience during this challenging part of their lives."



*Pictured: Representatives from SSA, Health Care Agency, and OC Community Resources along with members from the Board of Supervisors*

Also joining SSA to receive the Board's recognition were representatives from the Health Care Agency and OC Community Resources. Eligibility professionals operate within all three County agencies and are fundamental in delivering needed services to applicants and recipients of various programs including CalWORKs, Medi-Cal, CalFresh, General Relief, Cash Assistance Program for Immigrants, Foster Care, Refugee Cash Assistance, Medical Safety Net, Adoptions, California Children's Services, Housing Assistance Programs, and Veterans Benefits. Eligibility professionals within the County of Orange serve the eligibility needs of over one in four Orange County residents per month.



*Pictured from left to right: Rosa Martinez, James Czadek, Maricela Villa, Debra Baetz, Carol Wiseman, Marty Chumpitaz, John Hendrickson*

Patience, compassion, effective communication, a high level of detail and a profound knowledge of the complex rules and regulations of the benefit programs offered are among the most important skills for eligibility professionals. They consistently and accurately determine and reassess client needs and situations in order to verify appropriate program eligibility. Representing the Board at the recognition ceremony, Chairman Andrew Do affirmed, "Our eligibility professionals demonstrate compassion, dedication and extensive experience in their collaborative efforts to create a strong, safe, and supportive county and make a positive and lasting contribution to our community."

Thank you to all of our Eligibility Professionals for the amazing work you do in providing positive and crucial assistance to the residents of Orange County!

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# SSA SPOTLIGHT: EXCELLENCE IN SERVICE

## RESOURCE FAMILY APPROVAL

In 2016, SSA's Children & Family Services Division opted in early to implement the Resource Family Approval (RFA) process, which is the method for assessing and approving all new resource families for dependent children. By the start of 2017, all 58 California counties were mandated by the State to implement this new way of approving caregivers. Before Orange County opted in, a few smaller counties had been piloting the RFA process, making Orange County the first large county to tackle this new process. At the time we implemented, the State did not have much guidance to assist a large county like ours. Additionally, the statewide Child Welfare Services/Case Management System did not have the necessary fields to document the work done during the RFA process.



*Pictured: Representative staff of the five RFA teams (Placement Coordination, Recruitment and Training, Retention and Support, Application and Assessment, and Operations and Support Services)*

While significant planning went into determining how we were going to implement RFA in Orange County, we knew that there would be challenges and lessons learned during the process. Initially, we were able to assess the first family, and then the next. The State had anticipated a 90 day turnaround to approve resource family homes. Yet, the requirements for assessing and approving resource family homes were incredibly onerous, thereby making the 90-day timeline unrealistic. In practice, processing these applications took much longer, creating an ever-growing backlog of pending assessments.

SSA leadership recognized that this was an Agency-wide issue. As a result, all divisions came together to collaborate and find solutions. Then Administrative Services Deputy Division Directors (now Agency Director and Assistance Programs Division Director, respectively) Debra Baetz and John Hendrickson brought their experience with project management and change implementation to a newly formed Steering Committee with focused subcommittees on various topic areas such as training, data, and staffing. The Steering Committee brought together the different work that was being done into a centralized framework in order to better inform the decision-making process.

Additionally, due to the increased length of time to approve resource family homes, SSA was incurring higher costs for children in placement. Foster care funding is incredibly complex, but our colleagues in Foster Care Eligibility stepped up to the plate and, with some creative research, were able to identify alternative funding methods in order to reduce the financial burden on the Agency.

All the while, SSA staff within a multitude of programs and in varying roles were advocating at the State level for changes to the Written Directives, which provide the rules for how to assess and approve resource families. This advocacy paid off in February 2018 when the most recent version of the Written Directives was released and incorporated many of our suggestions which created a more streamlined approach towards approving resource families.

Through all of the challenges, RFA staff continued to work tirelessly. There was great uncertainty and constant change, yet the RFA team persevered. They continued to identify relatives to take placement of children. They ensured that background checks were completed and caregivers were trained to understand how to support the needs of a child who had suffered trauma. They recruited resource families and assessed them for their ability to provide safe and loving homes.

With this collaboration, the backlog began to shrink; in fact, it is nearly 100% cleared. RFA is in a very different place today than it was six months ago, with most resource families being assessed and approved within 90 days. It was through hard work and dedication that Orange County's resource family approval process has been able to meet their challenges and ensure that we can continue to provide our resources families with timely and vital support.

**Congratulations to the Resource Family Approval program for being selected as the SSA Spotlight for August 2018!**



# MEET SSA'S LEADERSHIP DEVELOPMENT TEAM



**Name:** Grady Howe

**Title:** Deputy Division Director, Information Technology (IT) Services, Agency Administration

**Areas covered in your position:** Systems Coordination, CalSAWS Transition, CalCARES Transition, Network & Operations, Application & Database Business Solutions, Technology Services, IT Project Support, and CFS Systems

**Years of Service with the County of Orange:** Total of 14 years, all as IT Deputy Division Director (approximately three years with Registrar of Voters and 11 years with SSA)

**Divisions worked/previous experience:** Prior to joining the County, I worked for 20 years as an officer in the US Navy starting out in the aviation program working my way up to an aircraft mission commander position. With seniority came increasing leadership responsibilities and administrative duties and less time in the aircraft. I had the opportunity to travel to many locations worldwide... Persian Gulf, Japan, Korea, Hawaii/all through the Pacific, Alaska, and South America and to attend the Naval Postgraduate School to earn a graduate degree in IT.

**Fun fact about you (hobby, favorite food, movie, sports team, etc.):** I do a lot of reading (history in particular), surfing at different beaches along the OC coast, soccer (we're a soccer family).

**Professional development tips for staff:** Persevere; take on a leadership role when the opportunity arises; teamwork is paramount; take care of your team and your customers; if you don't know how to do something, go figure it out.

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**Name:** Brigette McLellan

**Title:** Deputy Division Director, Assistance Programs Regional Operations

**Areas covered in your position:** I provide support to the Assistance Programs Operations Team and each of the Medi-Cal, General Relief and CalFresh Regional Offices, all totaling approximately 1,700 staff members.

**Years of Service with the County of Orange:** 28.5 years

**Divisions worked/previous experience:** I began my County career as an Eligibility Technician in 1989 at the Central Regional Office (CRO) in Santa Ana in the Aid to Families with Dependent Children (AFDC) program which was replaced with today's CalWORKs program. I feel very fortunate to have had the opportunity to obtain diverse knowledge and experience at SSA. I not only spent many years working in both the Assistance Programs and Family Self-Sufficiency divisions, supporting Medi-Cal, CalFresh and General Relief Policy as well as the Regional offices in many capacities, but I have also worked in Administration supporting IT (first stint was as CDS support (pre-CalWIN) and later as the CalWIN Administrative Manager II) and in Training and Career Development.



**Fun fact about you (hobby, favorite food, movie, sports team, etc.):** I am passionate about traveling and gaining exposure to other cultures. I have travelled to over a dozen countries around the world. Some of the most impactful trips I have gone on include: Poland, to visit and pay my respects at the Auschwitz Concentration Camp; Peru, to stay in a camp "off the grid" next to the Amazon River; and Crete, where I made new friends who I ended up staying in touch with and later travelled to visit in France. I also love to cook and eat! I make a great paella, I love trying new foods from different cultures, and seafood and sushi are my favorites! I am an avid reader, a passionate Angels Baseball fan and a lover of Pugs. In fact, I spent over six years as a Pug Rescue Foster Mom, hosting over 25 dogs in my home on their way to adoption. Two years ago, I officially adopted my Arnold. (Continued on page 4)

### Professional development tips for staff:

- Don't be afraid to try something new.
- Take (calculated) risks.
- We all make mistakes. Admit them, learn from them, and move on.
- Communication is key.
- Showcase the core values of SSA: Integrity, Compassion, Teamwork, Efficiency, Fairness, Respect, Initiative, Creativity, Diversity, Courtesy, Thoroughness
- We spend a lot of time at work so be sure to have some fun, too!

## EMPLOYEE EDUCATIONAL JOURNEYS IN SSA



### STEPHANIE RICKER

Senior Social Services Supervisor (SSSS)  
Children and Family Services Division  
Resource Family Approval

### TIP

Practice time management by scheduling time to read a chapter or get assignments done each day. Keep your reading materials and a highlighter handy at all times.

Shortly after graduating with my bachelor's degree from Cal State Fullerton, I began my career with SSA as an extra-help Social Worker Assistant. Years later, I married and had two beautiful children and my goal of going back to school was put on hold. I attended several information sessions on the CALSWEC (California Social Work Education Center) program but I could never figure out how I was going to do the internship as it would require working part-time and I had a mortgage payment to make.

I believed not having a master's degree was hindering my chances of being promoted to a supervisor position. With determination, I enrolled in a Master of Public Administration (MPA) degree program where the classes were online. My husband was incredibly supportive and got me set up with a laptop and headset to attend classes online. Whenever I had an exam, project, or finals, he would pack the kids up and take them out to Grandma's house so I could focus my attention on school. The MPA degree has given me a different perspective and skill set which enhances the qualities I bring to the CFS SSSS team.

*(Employee Educational Journeys in SSA is a new recurring feature in SSA Today based on the creative posters put on display at the Educational Resource Fair, highlighting the journeys of various SSA staff in overcoming the challenges of work-life balance while achieving their educational goals. To begin your educational journey, please visit the Educational Advisory Program (EdAP) resource page on the SSA Intranet at: [http://ocssa/intranet/Administrative/Educational\\_Advisory\\_Program\\_EdAP](http://ocssa/intranet/Administrative/Educational_Advisory_Program_EdAP))*

## UPDATE: DID YOU KNOW?

In last month's July 2018 edition of SSA Today, the names of staff who were not pictured for the "Did You Know" article were inadvertently omitted. The names of those team members representing the Appeals team not pictured are: Luz Aguilar, Virginia Caro, Jim Carter, Debra Chavarria, Adriana Cruz, Antonia Frierson, Martin Guzman, Maria Hamilton, Minda Herman, Roberta Martinez, Joy Metchnikoff, Channon Rodriguez, Ann Tran, Alfonso Villanueva, and Darlene Vu.



# A LENDING HAND OFFERED TO NORTHERN CALIFORNIA BY SSA IN THE MIDST OF HISTORIC WILDFIRES

When you hear the term “mandatory evacuation” that means everyone. Think about that in terms of yourself and the people you know. Who just had surgery or is at home on oxygen, utilizes a wheelchair or other device to improve mobility, is vision or hearing impaired, suffers from Alzheimer’s, is a diabetic, or has a child with autism? The list is endless of all our special needs and circumstances. Now imagine a handful, possibly 10 or even 50 or more of those individuals and families in a shelter environment. Typically a high school gym lined with cots.

Watching the news we were all aware that Northern California was experiencing historic wildfires. It soon became the personal nightmare of literally thousands of people told to “Get out now!” So they fled to the homes of friends and relatives or to hotels outside the fire zone. But many had nowhere else to go so hundreds arrived at local shelters. The American Red Cross, local cities, neighboring counties and the California Department of Social Services (CDSS)



*Pictured from left to right: Connie Guevarra, Valerie Gribshaw and Alex Alluin*

quickly mobilized to provide personnel and resources to ensure optimal shelter operations. But it wasn’t enough.

Social Services Agency Emergency Management received an email from CDSS with “Urgent Need” in the subject line. The Northern California shelters were in desperate need of Functional Assessment Service Teams (FAST). The goal of a FAST is to ensure that proper resources are on site so the “whole community” can remain safe, healthy and comfortable in the shelters. With the support of Executive Management, SSA had team members on a flight within hours.



*Pictured from left to right: Alex and Valerie of the SSA FAST team assisting at the shelter*

Connie Guevarra, Social Services Supervisor I, deployed to Shasta County in response to the Carr Fire and Alex Alluin and Valerie Gribshaw, Eligibility Technicians (ET), deployed to Lake County in response to the Mendocino Complex Fire. They put their training into action. Each team member worked tirelessly for 12-15 hours a day assessing shelter residents and accommodating their needs. They ensured that interpreters were on site and that accessible showers and parking, oxygen, walkers, medical cots and more were available. Equally as important, they offered emotional support with an extraordinary level of compassion and expertise. In their collaboration with local and regional partners, they provided the

confidence and security that the needs of the whole community were being met at the highest standard possible. Congratulations to our SSA FAST members for making our first out-of-county deployment a huge success!

If you would like more information about FAST please contact Diana LaRusso, [diana.larusso@ssa.ocgov.com](mailto:diana.larusso@ssa.ocgov.com).

## IHSS HOMELESS OUTREACH PROJECT

SSA’s “No Wrong Door” took on a new significance in July 2018 for ten In-Home Supportive Services (IHSS) Social Workers and a Social Services Supervisor I when they responded to a special assignment involving Orange County’s homeless adults currently living in transitional housing in Anaheim.

Earlier this year, U.S. District Court Judge David O. Carter ordered the transition into alternative housing options of hundreds of homeless individuals out of the Santa Ana riverbed. SSA provided support to our County partners during this process in order to ensure that all individuals were aware of and connected to our eligibility programs. Last month, IHSS joined in the homeless outreach effort through collaboration with the Orange County Health Care Agency (HCA). Thirty individuals residing in one of the transitional living facilities, who were already linked with mental health services through (Continued on page 6)



*Pictured from left to right: Roger Medina, Maggie Downs, Rene Velasco Pelayo, Noemi Dagio, Julianne Umeda, Mary Helen Ochoa, Hai-Yen Doan*



*Pictured from left to right: Stacy Lee, Mary Helen Ochoa, Sylvia Iglesias, Hai-Yen Doan, Gabriella Ruiz, Thanh-Nhan Bui, Fabiola Ledezma, Dina Bagues, Roberta "Bobbi" Papa*

HCA's Full Service Partnerships called Telecare, were identified as potential IHSS clients.

The goal of this outreach was for IHSS to provide a "one stop center" approach to expedite linkage of these applicants to IHSS and caregiver services. In some cases, IHSS services were a prerequisite for these individuals to transition into more permanent housing in the community. As a result, over the course of two days, the IHSS social workers took their services directly to the transitional living facility to interview and assess these individuals for IHSS services. The Orange County IHSS Public Authority also assisted in the effort by expediting the provider enrollment process on-site.

For these IHSS social workers, working with this unique population was a chance to go above and beyond their normal day-to-day job duties and engage in a more raw and challenging experience. In conducting their assessments, staff heard many heartbreaking stories about the issues which led these individuals to become homeless, such as mental health diagnoses, physical ailments, abuse, drugs, alcohol and incarceration. On the other hand, they also heard heartwarming stories of perseverance, love, and pride. Social Worker Julianne Umeda commented, "We hear about the homeless people and the riverbed and I always felt helpless. I always thought the situation was bigger than I could handle as one person...I am happy that IHSS was a part of helping them."

In the end, 90% of the identified applicants were eligible for and successfully approved for IHSS services!

## SSA ANNUAL REPORT PHOTO CONTEST

This year, the SSA Annual Report for 2017-2018 will be focused on highlighting our Agency's core values and how they are used by staff in service to our community. In order to develop the most comprehensive report possible, we need your talent. We are challenging you to show us how you see SSA model these values, by submitting photos for the Annual Report illustrating one or more of the following core values in action:



- |           |            |              |            |
|-----------|------------|--------------|------------|
| INTEGRITY | COMPASSION | TEAMWORK     | EFFICIENCY |
| FAIRNESS  | RESPECT    | INITIATIVE   | CREATIVITY |
| DIVERSITY | COURTESY   | THOROUGHNESS |            |

**Rules:** To be eligible for any category, a photograph must have been shot by the entrant since January 1, 2017. Cropped photos and minor adjustments of photos are acceptable. For a photo in which a person is recognizable, you must provide a photo release from the subject or, in the case of a minor, from the subject's parent or guardian (you can download a blank photo release form on the SSA Intranet under the Documents menu or clicking [here](#)). Photos that violate or infringe upon another person's rights, including but not limited to copyright, are not eligible. Photos that contain inappropriate content, as determined by SSA in its sole discretion, are ineligible for this contest.

Please email photos **by October 1, 2018** to [SSAComm@ssa.ocgov.com](mailto:SSAComm@ssa.ocgov.com), with the subject line: "**Annual Report photo contest.**" Entries must include:

- Photographer name
- Core value illustrated
- Brief description of why it represents a core value
- Name(s) of subject
- Location
- Photo release forms, as applicable

Photos may also be used for inclusion in the SSA Today Newsletter and/or SSA Source E-blast. If you have any questions or concerns, please feel free to email [SSAComm@ssa.ocgov.com](mailto:SSAComm@ssa.ocgov.com).

# INTERVIEWING TIPS

By Andrea Lewis, Administrative Manager I, Agency Administration/Research

## Before

- ✓ Review your education and experience. Determine which examples are the best for the types of questions you might be asked. Prepare your stories.
- ✓ Practice anticipated questions. Google and YouTube are excellent resources for how to answer specific interview questions.
- ✓ Identify some key things you want the interviewer to know about you. Are you highly organized? A great communicator? Detail-oriented? Work well with others?
- ✓ Prepare the logistics: find the location in advance, be on time, have examples of your work, and dress appropriately.

## During

- ✓ If possible, look over the questions and identify when you will talk about the experiences and stories you have prepared.
- ✓ Answer questions with both deep and broad information. Give an overview of what you have done, plus specific examples with details.
- ✓ Give brief explanations of the programs and projects you worked on when using them as an example.
- ✓ Talk about the outcomes and results of what you did. What was your role and what impact did you have on the project?
- ✓ Make eye contact, speak to each interviewer, manage your time, be polite, and allow pauses if you talk quickly. Show energy and enthusiasm!

## After

- ✓ Review your own performance and make notes for next time.
- ✓ Think about what else you want to include for the next round of interviews.
- ✓ Follow up with the recruiter or a trusted mentor to obtain feedback.
- ✓ Keep practicing! Don't wait two years in between interviews to brush up on your skills.
- ✓ Consider joining Toastmasters International or another public speaking group to get more practice.
- ✓ Review your work experience. What other skills do you need to obtain to get to the next level? Look for new experiences and opportunities to keep building those skills.





# SAVE *the* DATE

## Career Expo *and* Open House!

**Saturday, September 29, 2018**

Irvine Ranch Historic Park  
13042 Old Myford Rd., Irvine, CA 92602

**Free Family-Friendly Event**

.....  
**FIND YOUR CAREER!**



COUNTY OF ORANGE  
RECRUITMENT SERVICES



COUNTY OF  
ORANGE



OCGOVJOBS



OCGOVJOBS





# BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



## **Nancy Nga Nguyen, Eligibility Technician (ET)/Assistance Programs**

A client recently contacted ET Nancy Nguyen's supervisor to express the following words of gratitude for the customer service she provided him:

*"Nancy went the extra mile to complete my CalFresh recertification interview. I was having cell phone issues and Nancy did not give up and called me back several times until the interview was completed. Please thank her for the excellent customer service she provided to me."*

*Thank you, Nancy, for your continued commitment to our clients!*

## **Anne Price, Office Supervisor (OS)/Agency Administration**

OS Anne Price was recently presented the notable title of "Employee of the Quarter" by her colleagues at Training & Career Development (TCD), along with TCD's Total Customer Dedication Award for her continuous excellence in supervising TCD reception. She also received the following words of recognition:

*"Anne is always willing to help and support anyone with whatever is needed within a moment's notice. She demonstrates a "No Wrong Door" philosophy and a positive attitude whether she is serving the public, her colleagues, or any of our SSA staff. Anne is an outstanding role model and exemplifies the qualities of a supportive supervisor."*



## **James Boyd, Social Worker II (SWII)/Family Self-Sufficiency & Adult Services**

SWII (Case Manager) James Boyd was recognized as CFS Employee of the Month for July 2018 and received the following words of recognition for expressing SSA's value of Teamwork:

*"Jim is an example of our "No Wrong Door" policy. There have been several times he has helped us out at Eckhoff Reception with clients who visit without appointments and request assistance with CalWORKs matters. For example, Jim assisted a client who was waiting and it was now after hours. When I contacted him, he did not hesitate to assist. On another occasion, Jim helped us on Friday, June 13, with a client who visited without an appointment asking for resources after attempting to contact a few people and being told they could not assist. The moment I contacted Jim he did not hesitate to assist and walked over to help the client. Jim is a perfect example of an SSA employee with excellence in compassion and teamwork."*



## **Rosabel Ochoa, Social Worker II (SWII)/Family Self-Sufficiency & Adult Services**

Program Integrity staff recently shared the following words of recognition for SWII Rosabel Ochoa:

*"Judge Suzanne Rothlesberger came to my office today to express her gratitude for the way in which you carried yourself in an IHSS (In-Home Supportive Services) hearing this morning. She said you were 'awesome' and were very well-prepared. She was very impressed to say the least. I just wanted to share her great feedback and say congratulations on a great job. Keep up the excellent work!"*

# BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

## **Karla Orendain, Eligibility Technician (ET)/Assistance Programs**

A client's Authorized Representative recently called to express the following words of appreciation for the great service that ET Karla Orendain provided:

*"Karla explained everything to me in detail, the steps I needed to take and what I needed to provide for my parent's case. You are wonderful, humble, and very knowledgeable!"*

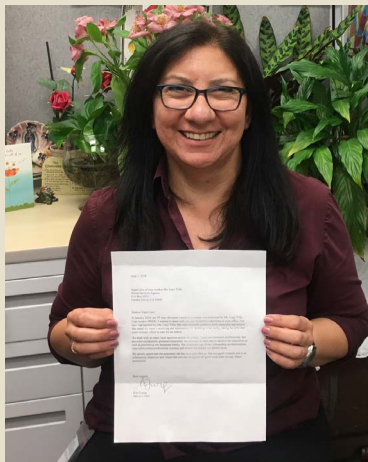
*Thank you, Karla, for your commendable service to our clients!*



## **Peggy Vivirito, Social Services Supervisor I (SSSI)/Family Self-Sufficiency & Adult Services (not pictured)**

SSSI Peggy Vivirito recently received the following words of gratitude from a client:

*"I would like to thank Mrs. Peggy Vivirito for the service that she helped me with today. She was enthusiastic and helpful and professional. I really appreciate her help."*



## **Lucila Villa, Eligibility Technician (ET)/Assistance Programs**

A client recently contacted ET Lucila Villa's supervisor to express the following words of appreciation from a client:

*"In January 2018, my 97-year-old mom's Medi-Cal application was processed by Ms. Lucila Villa. The case worker was extremely patient, kind, respectful, and helpful. She eased my mom's worrying and anxiousness by speaking to her softly, taking her time and extraordinary effort to care for an elder. We have dealt with so many other local agencies across the County. Ms. Villa was extremely professional. She provided explanation, guidance/directions, and assisted us with setting priorities to achieve our objectives. She processed our application timely. She possesses significant, outstanding professionalism; she was courteous and sensitive towards my elderly mom. We greatly appreciate the assistance she has provided us. She sets a good example and is an outstanding employee and I hope that you can recognize her good work ethic for any future promotions."*

*assistence she has provided us. She sets a good example and is an outstanding employee and I hope that you can recognize her good work ethic for any future promotions."*

## **Melissa Thomas, Social Services Supervisor I (SSSI)/Agency Administration**

SSSI Melissa Thomas received the following words of appreciation from IT Applications Developer II Hanh M. Le, who recently attended Cultural Diversity training at TCD, led by Ms. Thomas:

*"It was a pleasure to meet you yesterday and it was an honor to be in your class. I enjoyed every moment of the training. You inspired me a lot. I've learned so much just for one day about culture, communication skill, and public speaking skill. It was priceless and words can't describe my appreciation."*





# SSA PROMOTIONS

EMPLOYEE NAME	CLASSIFICATION	DIVISION
ARELLANO, ANALISE MAURINE	OFFICE SUPERVISOR C	ASSISTANCE PROGRAMS
BAETZ, DEBRA JEAN	DIRECTOR, SOCIAL SERVICES	AGENCY ADMINISTRATION
BUNNETT, JOHN D	ADMINISTRATIVE MANAGER I	AGENCY ADMINISTRATION
CORTEZ, KATHY E	ADMINISTRATIVE MANAGER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
CUTFORTH, JENNIFER	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
GONZALEZ, LAURA	ADMINISTRATIVE MANAGER I	AGENCY ADMINISTRATION
LAVENANT, ANA	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
LE, AN NHU	ADMINISTRATIVE MANAGER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
LEE, DORTHE	ADMINISTRATIVE MANAGER III	AGENCY ADMINISTRATION
LEIGH, MICHAEL YUEH	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
LOPEZ, FABIOLA	ELIGIBILITY SUPERVISOR	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
MARTINEZ, HANNHA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
MARTINEZ-CLARK, SALVADOR	DATA ENTRY TECHNICIAN	ASSISTANCE PROGRAMS
MEZA, RAUL	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
NGUYEN, NHU QUYNH	DATA ENTRY TECHNICIAN	ASSISTANCE PROGRAMS
NORRIS, AMBER LEE	OFFICE SPECIALIST	AGENCY ADMINISTRATION
PRENDEZ, MARICELVA	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
RODRIGUEZ, DANIEL H	SOCIAL SERVICES SUPERVISOR II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
RODRIGUEZ, JESSICA	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
RUVALCABA, PATRICIA ALMA	OFFICE SUPERVISOR C	ASSISTANCE PROGRAMS
SAGARNAGA, VERENICE	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
SALAZAR, NICKOLAS OSWALDO	OFFICE SUPERVISOR C	ASSISTANCE PROGRAMS
SALTO, SILVIA S	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
SANTISTEVAN, MARGARITA	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
SIBLEY, JACQUELINE MARIE	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
TAO, SABRINA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
ULLRICH, BROOKE ELIZABETH	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES

## LOOKING TO PROMOTE?

Be sure to stay up-to-date on current job opportunities here at SSA and throughout the County! Here are the current openings at SSA:

Job Title	Deadline to Apply
Senior Social Worker	August 31, 2018
Senior Social Services Supervisor	Continuous
Division Director	Continuous
Eligibility Technician (Farsi)	Continuous
Office Assistant (Bilingual English/Farsi)	Continuous

To learn more about these positions, sign up for job alerts and/or apply, click [here](#).



# SSA TODAY QUIZ

Congratulations to Brandon Provencal and Shannon Diaz, winners of April's History Quiz! Brandon and Shannon were the only respondents out of 62 people to answer all five questions correctly. Also, congratulations to Jessica Nguyen who was randomly selected among 26 respondents as the winner of June's SSA Today Quiz! All winners received some County souvenirs for their participation.

As a tribute to Eligibility Professionals Month, this month's quiz will consist of five questions focused on Eligibility-related topics. 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!

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



## SSA EXECUTIVE MEET & GREETINGS

The SSA Executive Team looks forward to seeing you at your office this year at their annual Meet & Greets! To submit questions in advance of the Meet & Greet, please email the Executive Team at [directorscorner@ssa.ocgov.com](mailto:directorscorner@ssa.ocgov.com) and indicate which Meet & Greet you will be attending in your email. Please see the schedule below for upcoming Meet & Greets (please note that there are no Meet & Greets scheduled for the month of September):

### OCTOBER 2018



Location	Date	Time
Anaheim Regional Center 3320 East La Palma, Anaheim Room B601/602	10/2/18	9:00 - 10:00 a.m.
Laguna Hills Regional Center 23330 Moulton Parkway, Laguna Hills Room B213	10/23/18	9:00 - 10:00 a.m.
Cypress Regional Center 6100 Chip Avenue, Cypress Room 3107	10/31/18	9:00 - 10:00 a.m.

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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](mailto:directorscorner@ssa.ocgov.com)