

BOARD OF SUPERVISORS RECOGNIZE ADOPTION AWARENESS MONTH

By Laura Turtzer, Public Information Officer

On November 20, the Board of Supervisors proclaimed November 2018 as Adoption Awareness Month. In celebration, the Board presented a resolution to SSA and recognized adoptive parents Miguel and Raquel Alcantara for their significant contributions to support and mentor adoptive families in Orange County.

The Alcantaras received a proclamation on behalf of adoptive families in Orange County from the Board of Supervisors for their work as resource parents, educators and advocates. The Alcantaras began the process of becoming resource parents in 2014. They have fostered eight children thus far, have adopted two children and continue to foster other children through SSA. The Alcantaras also serve as mentors to many of the biological parents who are working to reunify with their children.



Left to right: CFS Division Director Anne Bloxom, Miguel Alcantara, Raquel Alcantara, SSA Director Debra Baetz, SSA Chief Deputy Director Carol Wiseman, CFS Deputy Division Director Denise Churchill, Senior Social Services Supervisor Joanna Hussey

The theme of this year's National Adoption Month is *"In Their Own Words: Lifting Up Youth Voices,"* focused on the importance of empowering youth voices. When teenagers with experience in foster care—whether they have reunified with family, achieved permanency with an adoptive family, or entered adulthood independently—share their stories, their unique insights can inspire their peers and prospective adoptive families. Professionals can work with teens to identify or develop meaningful ways their important perspectives can improve child welfare practices, training and policy. Federal, state and local government agencies, as well as non-profit organizations around the country, plan events and activities throughout the month to raise awareness for children and youth in foster care who are ready and waiting for permanent families.

The number of finalized adoptions in Orange County is growing. From July 2017 to June 2018, 338 adoptions were finalized, representing a nearly 30 percent increase from the prior fiscal year. Orange County continues to lead the way in uniting children with their forever families.

We salute Miguel and Raquel Alcantara—and all adoptive families—for their commitment to helping Orange County youth, as well as the dedicated social workers and staff committed to helping these children and families through and beyond the adoption process!

If you, or someone you know, is interested in becoming a Resource Family, please call (888) 871-KIDS or visit www.oc4kids.com.

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SSA SPOTLIGHT: EXCELLENCE IN SERVICE

THE STRATEGIC COMMUNICATIONS, LEGISLATION AND POLICY TEAM

The Strategic Communications, Legislation and Policy Team, otherwise known as SCLPT, was formed as part of an effort to centralize agency-wide communication functions, advance the Agency's goals and achieve greater collaboration throughout the Agency. The team reports to the Agency Director and is currently comprised of six staff. As the name of the team implies, SCLPT provides oversight of all internal and external agency communication needs, legislative analysis and support and coordination of the SSA Policies and Procedures. The team also serves as the liaison to the Board of Supervisors, County Executive Office (CEO) and external elected officials.



Left to right: Edgar Hernandez, Laura Turtzer, Kristina Traw, Mary Sanchez, Alyson Piguee and Chi Pham

Strategic Communications: SCLPT supports the Agency's communication goals by working with SSA leadership, various agency teams, partner agencies, community partners, and the media to ensure that communication objectives are consistent with the Agency's and County's views

and aligned with SSA's overall brand. SCLPT's collaboration with various groups often entails the development of innovative communication strategies as well as leveraging various platforms, including media outreach, press releases, social media, internal and external marketing campaigns, newsletter publications, website support, video production and digital assets. Examples of the team's contributions in these communication-related efforts include:

- Development of the Agency's Annual Report
- Production of the "One SSA" branding video
- Collaboration with John Wayne Airport and OC Transportation Authority on the award-winning "Be The One" child sex trafficking awareness campaign
- Development of campaign flyers for various departments, including Volunteer and Outreach Services' Operation Santa Claus/Senior Santa & Friends holiday donation drives
- Redesign of the SSA Today publication
- Introduction of the weekly SSA Source email newsletter
- Increased social media presence and community engagement on Facebook and Twitter
- Facilitation and support of the Heart of SSA: Core Values in Action Workgroup

Legislation & Policy: In addition to overseeing agency-wide communication needs, SCLPT supports all SSA divisions by examining state and federal legislation that have the potential to impact Agency programs and operations. Serving as the liaison to CEO Legislative Affairs as well as the County Welfare Directors Association (CWDA) Legislative Committee, SCLPT collaborates with leadership to develop legislative platform statements and proposals that protect and improve the Agency's programs and services. The team also takes the lead on ensuring that the SSA Policies and Procedures (P&Ps) accurately reflect how the Agency operates. This role includes actively developing new P&Ps in addition to coordinating the review and update process for existing P&Ps.

SCLPT continually seeks ways to align and integrate communications across the Agency's four divisions, with the goal of facilitating greater engagement and collaboration among staff. It is the ability to connect both staff and the community with the mission, vision and values of One Agency that ultimately helps advance SSA's strategic goals and initiatives.

With that said, the Strategic Communications, Legislation and Policy Team expresses tremendous gratitude in being highlighted as the SSA Spotlight for the month of November 2018!

MEET SSA'S LEADERSHIP DEVELOPMENT TEAM



Name: Steve Sakamoto

Title: Deputy Division Director, Administrative Services/Professional Standards and Operations

Areas covered in your position: Facilities and Emergency Management Services, Centralized Operations, Program Integrity, and Training and Career Development (and anyplace else where I'm needed)

Years of Service with the County of Orange: 29 years!

Divisions worked/previous experience: After graduating from Long Beach State with a degree in Business Administration, I was hired as an entry-level Accountant-Auditor I (AAI) with the Auditor-Controller's Office. I was there for about eight years and promoted to AAI and Senior AAI along the way (with the last three with SSA Accounting) when I came

over to SSA Financial Services. At SSA, I've been an Administrative Manager I (AMI) analyst for Financial Services, an AMII at Children and Family Services (CFS) where I worked on CFS funding projects as well as managed the Resource Development and Management (RDM) unit, and AMII for both the Financial Services and the Contracts & Procurement Services units.

Fun fact about you (hobby, favorite food, movie, sports team, etc.): I love being outdoors, either hiking or golfing with friends and family. I still enjoy listening to live music. I am a huge soccer fan (can't get enough Premier League, UEFA Champions League and World Cup). I also like to discover and enjoy a great craft IPA.

Professional development tips for staff: Find a mentor(s). I've been lucky to have had some really great mentors who've given me guidance, advice, critique, etc. that have helped me throughout my career here at the County.

DÍA DE LOS MUERTOS

On November 1, the Spanish Speaking Workers Forum (SSWF), a member of SSA's Multi-Cultural Advisory Committee (MCAC), hosted a celebration event at the Eckhoff Annex Lunchroom for "Día de Los Muertos," a special holiday celebrated throughout Mexico. During this holiday, family and friends gather to remember and pray for those who are no longer living. The marigold is the traditional flower used to honor those who have passed away. The event was celebrated with food, music, and several beautifully made altars in honor of the dead. For more information on how you can become a member of SSWF or other MCAC groups, please visit the MCAC SharePoint page by clicking [here](#).



One of several altars on display at the Día de Los Muertos celebration



Left to right: Jackelyne Sanchez, Carmen Ruiz, Sandra Villa, Elizabeth Guenther, Oscar Ramirez



Administrative Services Division Director An Tran chats with event attendees

SSA GOES WHITE FOR THOROUGHNESS!



HEART OF SSA: THOROUGHNESS IN ACTION

Thank you to all who sent in nominations of fellow staff demonstrating this month's core value of Thoroughness! Below are the winning nominees from each division:

"To say he is simply thorough is an understatement. Every time I go to him with a question, he answers it and gives a full breakdown of the reasoning behind it or the policy specifically. But what I truly appreciate the most is when he's not sure of the answer, he'll comb through the processing guides with me or seek assistance from other Eligibility Supervisors to ensure he's giving me the correct information. His attention to detail and thoroughness allows for not only myself but every Eligibility Technician he works with to be the best that we can be. I feel very lucky to be in his unit."

-Amina Naghaway, Eligibility Technician

(Honorable mentions for Thoroughness in Assistance Programs: Laura Bartik, Eligibility Technician; Monserrat Martinez, Eligibility Technician; Celinda Taylor, Eligibility Technician; Joe Sabet, Eligibility Technician; Marie Price, Social Services Supervisor II)



ALVIN DO, Eligibility Supervisor
Assistance Programs



ALEX CATALAN, Information
Technologist II
Agency Administration

"Alex Catalan is a great example of November's core value of 'Thoroughness.' Recently, I was having a lot of frustration trying to log into my laptop to work remotely. Alex personally took the time to physically check out my laptop and troubleshoot through the issues I was experiencing to resolve the problem. He was extremely patient and carefully took the time to correct the difficulties I was having in a kind and courteous manner. His attention to detail is to be commended."

-Mary Sanchez, Administrative Manager I

"Katie Diaz exemplifies the Agency's November core value of Thoroughness. I have had the opportunity to sit in with Katie and observe her keen ability to pay attention to detail in her daily work. This is exceptionally demonstrated by the way she conducts her eligibility interviews and the rapport she develops with her clients. Coupled with expert program knowledge, she is an efficient employee and deserves recognition. I am thankful to have her as my mentor."

-Bobby Lee Guillen, Employment & Eligibility Specialist



KATIE DIAZ, Employment &
Eligibility Specialist
Family Self-Sufficiency & Adult Services

"Wraparound Orange County defines Thoroughness as 'Tammy Bernal.' Ms. Bernal's extraordinary attention to detail has enabled her to excel as the Wraparound OC Quality Assurance Coordinator. Ms. Bernal is responsible for processing multiple reports and tracking the timeliness of Wraparound OC contract providers in meeting their monthly contract requirements...she goes the extra mile to verify information and ensure that it is entered into the Wraparound OC database accurately...When discrepancies are noted, Ms. Bernal reaches out to contract staff to request corrections or clarifications. It is a testament to Ms. Bernal's competence, thoroughness, and expertise that she consistently compiles the information and develops the reports promptly, regardless of the complexity of the reports or how many years' worth of data may be requested."

-TerryLynn Fisher, Administrative Manager II



TAMMY BERNAL, Staff Specialist
Children and Family Services (CFS)

(Honorable mention for Thoroughness in CFS: Martha Gavia)



DECEMBER'S CORE VALUE: COMPASSION

By Susana Elkhoury, Information Processing Technician

The Heart of SSA: Core Values in Action's designated core value for the month of December is Compassion.

The Merriam-Webster dictionary defines "compassion" as "sympathetic consciousness of others' distress together with a desire to alleviate it." As employees of SSA, our very service to the community is a literal demonstration of this meaning. As we interact with our clients, co-workers or partners, we are able to demonstrate this value by:

- Starting with ourselves.
Remember to focus on your positive qualities and learning from past mistakes. Be kind to yourself and to those you interact with.
- Practicing active listening.
Stay engaged with the person you are in conversation with, and provide them with your time and attention.
- Encouraging and praising jobs well done.
Sharing positive reinforcement and providing recognition go a long way towards giving hope and support.



The Heart of SSA campaign invites you to begin thinking about what compassion means to you, and where compassion intersects your professional and personal life. During the month of December, the following activities have been designed to focus on the SSA core value of Compassion:

- Wearing holiday colors or attire on Thursday, December 13 (Note: Attire must be appropriate for the workplace)
- Collaborating with Operation Santa Claus by encouraging staff to increase donations for foster children and children in need

This holiday season, let's demonstrate our compassionate hearts! Compassion is contagious...Pass it on!

DIWALI CELEBRATION

By Dianne Didio, Administrative Manager I

On November 6, the Application & Database Business Solutions Team celebrated Diwali, the Hindu Festival of Lights, which is celebrated every autumn in the Northern hemisphere. Diwali symbolizes the spiritual "victory of light over darkness, good over evil and knowledge over ignorance." The attendees shared delicious food, laughter, music, and games to honor the Festival of Lights and to educate those in attendance who may not have had the opportunity to participate in Diwali festivities prior to this event.



CALFRESH OUTREACH EVENT AT UCI

By Yolanda De Avila, Administrative Manager I



Managing living costs and educational expenses can be a challenge for many college students. As a result, Assistance Programs (AP) staff, the Second Harvest Food Bank of Orange County and the FRESH Basic Needs Hub at the University of California, Irvine (UCI) collaborated in planning a CalFresh Outreach Event at UCI which took place on October 10. The rollout of the outreach event was a multi-faceted effort. Our partners at Second Harvest Food Bank and FRESH Basic Needs Hub initially worked with UCI students to submit their CalFresh applications via the MyBenefitsCalWIN website over the three-day weekend of October 6–8. A list of applicants with pre-scheduled appointments was compiled by our outreach partners and provided to SSA. Orange's Call and Processing Center (OCPC) staff cleared and entered a total of 89 applications

for this event. The Mobile Response Vehicle (MRV) was utilized with the assistance of Volunteer and Outreach Services staff, including the careful planning of Jesse Guillen, David Anguiano and the warehouse team. On the day of the event, satellite workstations were set up and a group of SSA staff comprised of eight Eligibility Technicians and one Eligibility Supervisor assisted the students in need at UCI. SSA has been working to address the needs of our community by reaching out to students and creating awareness of CalFresh student eligibility. Of the 89 CalFresh applications submitted, 80 were deemed eligible and approved.



Top row: Carlos Padilla, Randy Ou, Daniel Marquina, Perlita Flores
Bottom row: Alma Rodriguez, Mai D. Tran, Aileen Dang
Not pictured: Farzaneh Zanjani, Patricia Lopez

According to the FRESH Basic Needs Hub, "Hosting a CalFresh enrollment event was a great success and asset to our student community. We are deeply grateful to all the volunteers from the Social Services Agency, Second Harvest Food Bank of OC, and our student staff at the FRESH Basic Needs Hub who made this happen." The Second Harvest Food Bank shared, "The CalFresh Outreach team at Second Harvest Food Bank of Orange County was very happy to partner with UCI and SSA-AP for this event which helped 80 students access CalFresh! We hope that there will be more events like this in the future at UCI and other colleges throughout Orange County." The CalFresh Outreach Event at UCI was a success with a true display of our Agency's core values, including excellence in Teamwork!

IHSS SOCIAL WORKER INDUCTION TRAINING

By Isela Rodriguez, Social Services Supervisor I



Back row: Judy Francisco (IHSS SSSI), Kristine Ngo (IHSS SSSI), Isela Rodriguez (TCD trainer), Jacquelyne Garza (TCD Trainer), Erica Sarabia (new IHSS SWI), Kim-Don Nguyen (IHSS SSSI), Daniel Bae (new IHSS SWI), Sylvia Iglesias (IHSS AMI)
Front row: Ahmed Haidary (new IHSS SWI) and Marc Childs (new IHSS SWI)

Congratulations to the newest members of the In-Home Supportive Services (IHSS) program! The new Social Worker I (SWI) staff completed the six-week IHSS Social Worker Induction Training in September. In collaboration with Training and Career Development (TCD), Policy & Quality Assurance (PQA) Team, and IHSS, the new social workers received training on IHSS policies and their statewide database called the Case Management, Information, and Payrolling System (CMIPSII). During this intensive training, the new social workers were matched with IHSS social worker mentors and received additional training through job shadowing in the community. Having multiple training components available to our new social workers provides a robust learning experience and facilitates quality service to the community. May they find great success in their new



SSA CELEBRATES EMPLOYEE RECOGNITION

Thank you to all SSA staff for your compassion and dedication in all that you do to make a positive and lasting contribution to the Orange County community! Your hard work serves the needs of over one in four OC residents. Please enjoy some photos of recent employee recognition events that were celebrated throughout our Agency.



PROGRAM INTEGRITY'S NEW CIVIL RIGHTS INVESTIGATOR

By Sumit Sapra, Administrative Manager II

Program Integrity has recently appointed Senior Social Services Supervisor (SSSS), Siobhan Martin, as the Civil Rights Investigator for SSA. The purpose of the Civil Rights Investigator is to ensure that no person shall be denied access to public assistance and social services programs based on the 16 protected categories: Race, Color, Age, National Origin (including language), Ancestry, Religion, Ethnic Group Identification, Political Affiliation, Domestic Partnership, Marital Status, Sexual Orientation (including gender identity and or gender expression), Sex, Disability (including HIV status), Medical Condition, Genetic Information, or any other applicable basis determined by law.

The Civil Rights Investigator's responsibilities are to effectively investigate if a person has been discriminated against, or wrongly denied access to services. As the Civil Rights Investigator, Siobhan reviews and responds to all civil rights inquiries received by our Agency. This process can prove to be challenging as she also needs to know the eligibility requirements and dynamics of the various programs SSA offers, as each of these programs have varying federal, state, and/or county policies and procedures.



Pictured: Siobhan Martin

Investigations may be as simple as referring a situation to another agency as it is outside of our jurisdiction to conducting complex research by gathering information, interviewing individuals, writing full reports, and determining outcomes. What is learned from the results of these investigations directly impacts the direction of our Agency's business processes. If you have any questions for Siobhan, please email her at Siobhan.Martin@ssa.ocgov.com.

OPERATION SANTA CLAUS/SENIOR SANTA & FRIENDS

Give back this year to Operation Santa Claus and Senior Santa & Friends! Click either flyer for an enlarged version.

OPERATION SANTA CLAUS
NEEDS YOUR HELP!

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

GIVE ONLINE
ssa.ocgov.com/volunteer/donations/osc_donation

DONATE IN PERSON
Drop off new, unwrapped toys and gifts at:
1505 E. Warner Avenue, Santa Ana, CA 92705

VOLUNTEER YOUR TIME
Volunteers are needed in the months of November & December to sort gifts, restock and assist shoppers. Sign up online at: sign-up-genius.com/findasignup. Enter "operationsantaclaus@ssa.ocgov.com" under "Search for a Sign Up" to sign up for an available slot.

CONTACT US
(714) 679-2438 or by email at: operationsantaclaus@ssa.ocgov.com

GIFTS FOR TODDLERS, TEENS, & GIRLS ARE IN HIGH DEMAND.

Operation Santa Claus is a 501 (c)(3) non-profit organization operated by the County of Orange Social Services Agency. (Tax ID: # 95-3616420)

SENIOR SANTA & FRIENDS
NEEDS YOUR HELP!

Help brighten the lives of our community's most vulnerable elderly and disabled adults by donating gifts this holiday season.

GIVE ONLINE
ssa.ocgov.com/volunteer/donations/sr_santa_donation

DONATE IN PERSON
Drop off new, unwrapped gifts at:
1505 E. Warner Avenue, Santa Ana, CA 92705

REQUEST ANGEL TAGS
Angel tags provide gift suggestions for a senior in need of a gift from "Santa" and can be displayed on trees, bulletin boards, walls, etc.

VOLUNTEER YOUR TIME
Volunteers are needed in December to sort gifts, restock and assist shoppers. To request available shifts or for any questions, email: senior.santa@ssa.ocgov.com

Senior Santa & Friends is a 501 (c)(3) non-profit organization operated by the County of Orange Social Services Agency. (Tax ID: # 33-037879)

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

Thientho Galatis, Administrative Manager I (AMI), and Melissa Vargas, Social Services Supervisor II (SSSII)/Assistance Programs (AP)

Estela Anaya and Maureen Erickson, Administrative Managers II, shared the following words of recognition for AMI Thientho Galatis and SSSII Melissa Vargas:

"Covered California, Assistance Programs Operations, and Medi-Cal Policy & Quality Assurance would like to recognize Thientho Galatis and Melissa Vargas for their effective collaboration and representation of SSA for a special presentation for Covered California's Certified Insurance Agents. Melissa and Thientho collaborated to develop an effective presentation which highlighted the Medi-Cal program requirements, differences between County and Covered CA processes, and various systems utilized for the delivery of Medi-Cal services. The Covered CA coordinator for this presentation wrote: 'I received such amazing feedback from the agents who attended regarding the content. The information was not only useful but the delivery was done in such a clear and concise way that even I understood! Thank you so much for taking the time and coordinating this with me.' The collaborative work between Melissa, Thientho, and Covered CA for this presentation strengthened the working relationship between our agencies. Thank you Melissa and Thientho!"



Kiet Nguyen, Madeline Hernandez, and Raymond Perez, Administrative Manager Is (AMIs)/Agency Administration

AMIs Kiet Nguyen, Madeline Hernandez and Raymond Perez received the following words of gratitude from AMII Raquel Vargas for their recent support to Orange's Call and Processing Center (OCPC) staff:

"Good morning, we wanted to take a brief minute to express our gratitude to Kiet, Madeline and Raymond for all their help in relocating OCPC first floor staff. We received feedback from OCPC management how they went above and beyond by helping with whatever was needed; including helping box up staff's belonging in preparation for the work done last night. We really appreciate Facilities partnership in getting this accomplished."

Manal Gobran, Senior Accounting Assistant (SAA), and Angel Issaian, Office Specialist (OS)/Family Self-Sufficiency & Adult Services

SAA Manal Gobran and OS Angel Issaian of the In-Home Supportive Services (IHSS) Accounting Unit recently received the following words of gratitude from Accounting Office Supervisor II Adriana Almaaitah:

"I received a call from Recipient's granddaughter to compliment Manal for helping with an issue she has had since July. She said Manal was able to help and wants to express how very grateful she sincerely is from the bottom of her heart. She also wanted to compliment Angel on a job well done. She mentioned great employees like Manal and Angel are a reflection of management. She wanted to express her gratitude and share the compliments because she knows employees work so hard and most of the time, all we hear about are complaints. She is very glad she was able to get her issue resolved. She wanted to let you know, on behalf of all clients, 'Thank you, you are like angels in disguise' and mentioned we need more people like you in this world. Thank you both for a job well done. You both are good examples of great customer service and it is obvious the valuable attention you give to all clients. Thank you for your hard work and dedication. Great work!"



BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

Ana Martinez, Employment and Eligibility Specialist (EES)/Family Self-Sufficiency & Adult Services (FSS & AS)

Ana Martinez, Intake EES at the Cypress Regional Center, recently assisted an applicant with a diversion payment and received the following words of recognition from a grateful applicant:



"I am sending this letter with so much happiness and joy. Thank you so much for helping me in this very difficult situation I went through. I couldn't find a way out and Ms. Ana Martinez was a lot of support. I'm very grateful she had the resources and experience. She gave me faith and hope that things were going to work out. I will be going back to work on Monday and will be back on track without worries of being behind every month because of my medical restrictions leave. Thank you so much for this program."

Lisa Estrada-Woods, Senior Social Services Supervisor (SSSS)/Children and Family Services

SSSS Lisa Estrada-Woods was recognized as the CFS Employee of the Month for October 2018. The following words were shared about Lisa from fellow staff:

"Lisa exemplifies teamwork in the way she was able to coordinate all of the moving parts with grace, compassion and commitment. Lisa leads by example. She prioritizes teamwork and fosters it among the staff she supervises...Lisa is genuine, caring, smart and easy going. She is approachable to all and is able to delegate as needed...Lisa has the utmost respect for everyone on her team, always supporting us and showing us she cares about our opinions and thoughts. Lisa never puts herself above others and includes everyone on the team in decisions while going above and beyond. Lisa shows the most

compassion with us personally, and she cares for us while helping us grow professionally. She looks at every task as an opportunity, always bringing in positive energy into the work place."

Vanessa Cazares, Eligibility Supervisor (ES), Assistance Programs

ES Vanessa Cazares recently received the following words of acknowledgement by a client for her excellent customer service:

"I just wanted to give a rave review about Vanessa. She is absolutely fantastic! She made me feel so much more comfortable about the stressful situation that I have. She took my paperwork and said she would have someone call me right away. I just want to rave about how cool, wonderful, professional and kind she is. I just wanted to let her supervisor know that she is a fantastic employee, very knowledgeable and very kind. You have a great employee there. Thank you and tell Vanessa I said thank you as well."



Rina Martinez, Employment & Eligibility Specialist (EES)/Family Self-Sufficiency & Adult Services (not pictured)

Continuing EES Rina Martinez recently received the following words of appreciation through an email from a client:

"I appreciate all of your prompt assistance. I would like to nominate you for worker of the year. You are very thorough and efficient."

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

Patrick Jenison, Senior Social Services Supervisor (SSSS)/Family Self-Sufficiency & Adult Services

SSSS Patrick Jenison was presented with Adult Services' "You Rock Award" for the month of November 2018. The following words were shared about Patrick from fellow staff:

"Patrick is a CAN DO guy, he never says no to any special program/trainings or requests. Patrick has been working quietly behind the scenes, updating all of our APS (Adult Protective Services) P&Ps and desk guides, updating our forms and resource guides, working with IT to integrate new requirements into AIM II (the Assessment Intervention Management II database system for tracking APS data), testing AIM II, training all Registry staff on the new AIM II changes, representing Adult Services at dozens of resource fairs, making dozens of presentations and supporting IHSS (In-Home Supportive Services) too. APS is very grateful for Patrick's technical skills and would like to recognize him for the You Rock Award."



Anna Huang, Social Worker II (SWII)/Family Self-Sufficiency & Adult Services (not pictured)

SWII Anna Huang, Case Manager for the Welfare-To-Work program, recently received the following words of gratitude from a client:

"We applied for assistance from Social Services and we were fortunate enough to have a welfare to work case worker such as Anna Huang who encouraged us from the beginning. She gave us all the support we need and was there for us every step of the way. When Anna was in the picture, I always felt that we were not alone in this, the way that I previously did. Anna has always encouraged me to go through each step towards success and it was clear that she didn't just want me to work, but to instead work towards my full potential. She looked at my work history and suggested training to update my job skills to find the best job that I can. I recently landed a high paying job making what I used to make before I got sick and therefore, I feel like I am finally on the road to getting back on our feet once again. It makes a world of difference, when you know that there are people backing you that care about your well being and that are supporting you towards your greatest potential."



Systems Support Team (SST)/Agency Administration

The Systems Support Team (SST) recently received recognition from California's Welfare Client Data Systems (WCDS) and DXC Technology (CalWIN vendor) in their efforts and support with:

- Data Center Migration – moving 9 TB (terabytes) of data from Rancho Cordova to Oklahoma
- Major CalWIN Release – conducting User Acceptance Testing (UAT) and follow up support
- Wildfire Support – providing assistance to sister counties

The team's Certificate of Appreciation reads: *"In grateful recognition of Counties' dedicated service and in celebration of our collective successes, such as Data Center Transformation, Major Releases, and Wildfire Support, we hereby present Orange County with this Certificate of Appreciation. We could not do it without you!"*

Learn more about SST's integral support to the Agency by reading their "Did You Know?" article in the [June 2018](#) edition of SSA Today.

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

Anne Yapeli, Eligibility Technician (ET)/Assistance Programs

ET Anne Yapeli recently received the following words of gratitude from a client which was shared through her supervisor, Bien Le:

"A customer called to give you a compliment. She stated that you were wonderful, the best worker she has ever had. You answered all of her questions. You took her worry away and she was very thankful. Thank you for your excellent customer service."



Anna Diaz, Social Worker II (SWII)/Family Self-Sufficiency & Adult Services

In-Home Supportive Services (IHSS) SWII Anna Diaz recently received the following words of appreciation from Adult Protective Services (APS) Senior Social Worker Quatana Hodges:

"My name is Quatana and I am a social worker with APS. I have been working on a case for a client that I have in common with your worker, Anna. This is a difficult case and Anna has been so helpful; always providing updated information about the client and responding quickly to my emails. She is very aware of what is going on with this client despite his many issues and complicated situation. I know IHSS is inundated with cases right now so I just wanted to let you know how helpful she's been despite her busy schedule and how appreciative I am."



SSA PROMOTIONS

EMPLOYEE NAME	CLASSIFICATION	DIVISION
BLIESATH, HOLLYANN AMBER	STORE CLERK	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
DIAZ, ANNA CATHERINE	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
KIM-ABIOG, KYUNGMI COLETTE	SR. SOCIAL SERVICES SUPERVISOR	CHILDREN AND FAMILY SERVICES
MASTRUD, SANDRA K	SOCIAL SERVICES SUPERVISOR II	AGENCY ADMINISTRATION
MURILLO, JUAN	GROUP COUNSELOR I	CHILDREN AND FAMILY SERVICES
OCHOA, MARYHELEN	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
SPRIK, ERIC N	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
TIFFER, MARIBEL	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
TREVARTHEN, JEANNETTE YVETTE	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
VILLA, MICHELLE A	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
VU, VIVIAN KIMHIEN	EMPLOYMENT AND ELIGIBILITY SPECIALIST	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	Continuous
Senior Social Services Supervisor	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](#). For Frequently Asked Questions about the County job application process including links to practice online assessments, click [here](#).

IN MEMORIAM

SSA would like to recognize the recent passing of two former SSA employees. Please keep their family and friends in your thoughts during this difficult time.

- **Rob Wachs, Senior Social Worker/Children and Family Services**
- **Joe Quader, Administrative Manager I/Administrative Services**



SSA EXECUTIVE MEET & GREET

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:



DECEMBER 2018

Location	Date	Time
Orange's Call and Processing Center (OCPC) 2125 East Katella Avenue, Anaheim Room 1070	12/11/18	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