

NATIONAL SOCIAL WORK MONTH

On March 12, the Orange County Board of Supervisors presented SSA with a resolution proclaiming the month of March as Social Work Month. Representatives from each division, selected by SSA's leadership, joined Agency Director Debra Baetz in receiving the Board's recognition on behalf of all social workers in our agency.

Holly Vu, representing In-Home Supportive Services, shared, "It was an honor to represent SSA in receiving the recognition from the Board... It took a village and the collaborative effort of many to create tools that help social workers optimize and streamline their work process to better serve our clients." Lisa Vu, representing Children & Family Services (CFS), expressed gratitude at being able to utilize her skills as a social worker to make a positive impact on the lives of families and children. She shared, "Every day may not be an easy day; however, having the support and recognition from our leaders contributes to our success, and ultimately, the successes of our families to overcome any obstacles they may be facing." Geeta Karir, also representing CFS, added, "Social workers do so much to help improve the lives of children and families in our community and it is great we are recognized for the impact we make. The contribution of social workers cannot be quantified by court reports and statistics alone, but rather by the care, compassion and support provided in order to help families see a better future."

Also representing SSA's other divisional programs were Brooke Ullrich (Family Self-Sufficiency), Janet Cizek (Adult Protective Services) and Siobhan Martin (Agency Administration). Thank you to all of our social work staff for all that you do in protecting and improving the lives of the children, adults and families of our community! Your work truly matters.



Left to right: Holly Vu, Janet Cizek, Lisa Vu, Brooke Ullrich, Debra Baetz, Siobhan Martin and Geeta Karir

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SSA RECEIVES AWARD FOR APS SIMULATION TRAINING

SSA was recently honored with the 2018 Crown Communities Award presented by American City & County magazine for its simulation training program, the first of its kind in the state specifically designed for Adult Protective Services (APS) workers.



Since 2004, American City & County magazine has bestowed awards acknowledging cities and counties throughout the country for their ground-breaking accomplishments. This year, SSA was one of six programs to win this prestigious accolade. While simulation training is more commonly utilized in child welfare, the SSA curriculum for APS social workers is being hailed as a best practice among other California counties and the nation. (Continued on page 3)

SSA SPOTLIGHT: EXCELLENCE IN SERVICE

APPLICATION & DATABASE BUSINESS SOLUTIONS TEAM



Back Row: Srinu Mannepilli, Thomas Cho, Alan Vo, Quoc Le, Venkata Kosuri, Sathish Karuppannan, Meenal Gore, Kenny Vilaiphanh, Lam Vu, Chuong Tran

Middle Row: Pavan Chinta, Vijay Desari, Joanna Kim, Kai-Hsu Wu, Halle Parker, Shobha Nelli, Kimberly Kanamori, Diep Huynh, Shirish Joshi, Lynn Vu, Tammie Le, Sandeep Tadishetty, Kent Nguyen, Uyen Nguyen, James Bogan

Front Row: Rajesh Chekuri, Vipul Bhavsar, Dat Nghiem

Not Pictured: Rayne Pulmano

The Application & Database Business Solutions (ADBS) team is a unit under Information Technology (IT) that specializes in creating innovative software applications that help to assist and improve business services for all divisions at SSA. The team currently consists of 26 highly skilled software developers, database administrators and business intelligence report developers and is divided into two software development groups and one database/reporting group. ADBS is responsible for 60+ active applications that not only serve our 4,000+ SSA users, but the general OC public as well. Each person on the team is always actively working on at least two development projects at once. This can only be accomplished by skillfully recruiting and retaining the brightest professionals in the field. The three teams are led by Kimberly Kanamori, Lynn Vu and Shobha Nelli. They

wear multiple hats for ADBS. They are the supervisors for their team, project managers, technical leads, business analysts and morale builders all wrapped up into one. It can be a grueling job, but they are up to the task.

ADBS meticulously follows a rigorous and proven process to ensure quality end products. Developing software requires following an industry information technology software development lifecycle standard/process which includes gathering requirements, designing the architecture, writing the code, testing and maintaining the product. In many instances, time savings to document and report case information is cut down in half or more versus someone having to manually do the work, due to the backend work ADBS has completed for the software development.

Work is never done in a bubble. A strong partnership with SSA's business units is essential to be successful. That's why a project request process is established whereby all of the information for a new project is presented by the requestor's Deputy Division Director to SSA's Leadership Development Team (LDT). At LDT, all of the projects are vetted through rigorous scrutiny to ensure they meet the needs of the end users and are assessed with an agency-wide perspective. The Deputy remains the sponsor of the project throughout its lifecycle. ADBS then works closely with the business team to implement the software development lifecycle processes such as gathering requirements to ensure successful completion of the projects. This continued strong business relationship between ADBS and all of SSA's divisions has allowed recent completion of these amazing products:

- In-Home Supportive Services (IHSS) Case Management System (I-CMS)
- Restaurant Meals Program (RMP) location finder application
- Hearing, Inquiry Tracking System (HITS)
- Custodian of Records Tracking System (CRTS)
- Geographic Information System (GIS) applications
- Power Business Intelligence (BI) Reporting
- Projects related to OnBase Image Processing
- Major enhancements to OC Intervention Management System (OCIMS), Barcode Business Solution (BBS), Task Management System (TMS) and Workload Management System (WMS)

ADBS' goal is to continue introducing innovative, cutting-edge software that will help SSA transform its business to the next level. **Thank you to all of SSA's divisions for your support in making this happen and congratulations to the Application & Database Business Solutions team in being recognized as this month's Spotlight!**



The goal of the training is to help APS workers become more adept and confident at engaging with clients, family members and suspected abusers during home visits, which can be complex to navigate.

This training program included a partnership with the Orange County Sheriff-Coroner Department for use of its simulation training facilities which provide three real-world home scenarios. SSA also garnered support from retired social workers who stepped forward to serve as “actors”, ensuring the simulations offer realistic and impactful training experiences.

Jason Axelrod, Associate Editor of American City & County, shared the following words about their decision to recognize this exceptional program, “In examining their application, we were amazed at

how SSA built California’s first adult protective services simulation training from the ground up without incurring any significant costs for the program. The use of APS retirees in the training struck us as innovative, since it offers an added layer of seasoned teaching for professionals.” He added, “SSA’s experience provides proof that local governments across the U.S. can create similar programs in their jurisdictions, even if a model currently does not exist in their states.”

According to SSA Director Debra J. Baetz, “SSA simulation training is specialized to help our APS workers practice approaches to establishing trust with clients, leading difficult conversations and assessing serious abuse allegations, all while remaining professional, calm under pressure and compassionate.” Director Baetz continued, “Our curriculum helps APS social workers become more skilled in handling the home visit and enables an opportunity to practice their skills in a realistic and safe setting.”

To learn more about the 2018 Crown Communities Award, click [here](#).



Back Row: Darrin Wheaton (retiree), David Barrios, Andrew Byde, Phillip De La O, Lynda Hein
Front Row: Isela Rodriguez, Michelle Nguyen, Carol Kubota (retiree), Rebecca Guider (retiree), Quatana Hodges, Carol Nastasi (retiree), Jacquelyne Garza, Catharine Becerine, Monica Kim, Andrea Simon, Steven Jones

STORIES FROM THE FIELD: CAPTURING DREAMS WITH TEAMWORK!

By Nadia Moradi, Social Services Supervisor I



When a CalWORKs client discloses domestic violence, staff refer the client's case to the Domestic Abuse Services Unit (DASU). Please note that a fictitious name is used below to maintain the client's confidentiality.

Last year, DASU received a case involving Maria, her teenage daughter and younger son. The case was preceded by an emergency response investigation that substantiated an allegation of abuse of Maria’s daughter by her step-father, who was also Maria’s husband. The client’s husband was subsequently arrested while Maria and her children remained in the family’s home. Facing financial stress, Maria applied for CalWORKs and was referred to DASU, where her case was assigned to Senior Social Worker Denise Ramirez. With Denise’s assistance, Maria began her journey toward safety and self-sufficiency. Her DASU team consisted of Denise; Welfare to Work Case Manager Lisette Pichardo; Intake and Employment Specialist Veronica Fisher; and Continuing Employment and Eligibility Specialists Sandra Fox and Maribel Davos.

The family’s safety is of primary importance in DASU. Staff worked collaboratively with other providers to help Maria get into an emergency domestic violence shelter and develop a treatment plan that involved participation in a full-time therapeutic program, including individual therapy, personal empowerment groups, parenting and child therapy. With the support and encouragement from staff, Maria consistently attended weekly therapy sessions, showing motivation and resourcefulness, practicing effective communication skills, learning how to be assertive and learning how to create healthy boundaries in her life utilizing the tools from therapy. Staff also connected her with CalWORKs Supportive Services to help her remove barriers to employment such as child care, transportation and other ancillary expenses. She was able to obtain a Section 8 Housing voucher and expects to move out of the shelter this year.

Just recently, Maria was able to get her "dream job" in a bakery since baking is her hobby. She has reflected on her time in the DASU program and has reported that she was so intimidated at the beginning that she felt she was living in a “bubble” created by her husband. She sees many opportunities on the horizon and is very happy raising her children and making her own decisions. This outcome may not have been possible without the teamwork and support of SSA staff in the DASU program!

SSA CONTINUES PARTNERSHIP ON CALFRESH OUTREACH

By Eileen Nguyen, Office Assistant

As highlighted in the November 2018 issue of SSA Today, college students are a growing demographic in the underserved population struggling with food insecurity and are often forced to make the choice between food and educational expenses. Many are unaware that they may be eligible to receive CalFresh benefits. SSA recognizes this need and has been collaborating with community partners such as Second Harvest Food Bank of Orange County and the University of California, Irvine (UCI) to reach out to students, generate awareness of their potential eligibility for CalFresh and address their needs.



Given the success of the first outreach event in October 2018, Assistance Programs staff partnered again with Second Harvest and UCI's FRESH Basic Needs Hub to collaborate on a second student outreach event in February 2019. During President's Day weekend, Second Harvest and FRESH Basic Needs staff assisted UCI students with their CalFresh applications utilizing the MyBenefitsCalWIN website. This resulted in a compilation of pre-screened applicants who were scheduled for interviews by SSA's eligibility staff.

Centralized Operations' Volunteer & Outreach Services (VOS) then teamed up with Assistance Programs (AP) in coordinating the Mobile Response Vehicle (MRV) deployment calling for a setup of nine workstations. VOS warehouse staff expertly assisted with this setup that included laptops, printers, tables and canopies to accommodate applicants who arrived for scheduled interviews. With their support, AP eligibility staff were then subsequently prepared to conduct their interviews with the student applicants.

On February 20, eight Eligibility Technicians and one Eligibility Supervisor efficiently and effectively assisted 72 students. As a result, Orange's Call and Processing Center staff cleared and entered a total of 54 applications for this event. Of the 54 CalFresh applications submitted, 47 were deemed eligible and approved. This second CalFresh Outreach Event resulted in another successful SSA collaboration that showcased TEAMWORK at its best. SSA is excited to participate in future collaborations with partners such as Second Harvest Food Bank and FRESH Basic Needs Hub to help underserved communities such as college students access SSA's services.

TEAMWORK IN ACTION!

On Core Value Day (March 14), staff across the Family Self-Sufficiency & Adult Services, Children & Family Services and Assistance Programs divisions at the Cypress Regional Center all came together to celebrate this month's core value of Teamwork by joining in a region-wide potluck:



Also earlier this month, a team of CFS staff completed a team-building exercise featuring duct tape, a sharpie pen and paper. All six members held strands of duct tape holding the single pen together, with the goal of writing the word UNITY. Three of the participants had their eyes closed while the other three provided guidance with every stroke. Check out their final result:



TEAMWORK BULLETIN BOARD COMPETITION

Spearheaded by Amber Norris, Eileen Nguyen, Tim Vu and Michael Vlad, the Centralized Operations team's Teamwork bulletin board was selected by the Heart of SSA workgroup as the winner of this month's agency-wide bulletin board competition! Coming in at a very close second was Central Regional Office's board comprising interlocking puzzle pieces representing each of SSA's offices, followed by the colorful mural designed by MOB/Court Services staff finishing in third place. Thank you to all SSA teams that submitted their bulletin board designs in recognition of this month's SSA core value of Teamwork!

1 - Centralized Operations



2nd - Central Regional Office (CRO)



3rd - MOB Court Services



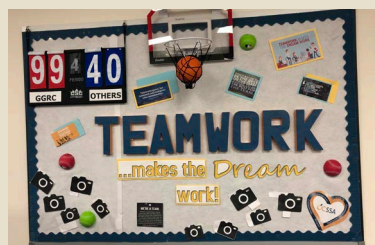
Anaheim Regional Center (ARC)



Aliso Viejo Regional Center (AVRC)



Cypress Regional Center (CRC)



Garden Grove Regional Center (GGRC)



In-Home Supportive Services (IHSS)



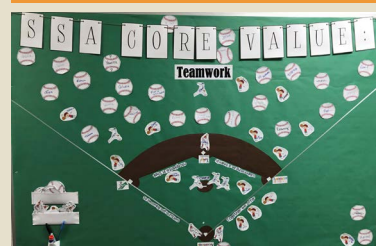
Laguna Hills Regional Center (LHRC)



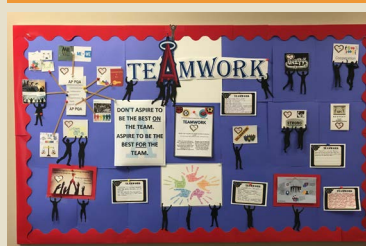
Orange's Call and Processing Center (OCPC)



Santa Ana Regional Center (SARC-Assistance Programs)



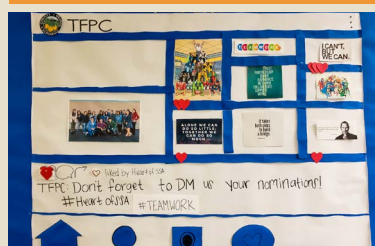
Santa Ana Regional Center (SARC-CalWORKs East)



SSA Headquarters 4th Floor



SSA Headquarters 6th Floor



Task Force Processing Center (TFPC)

SSA BRINGS OUT THE TEAM COLORS FOR TEAMWORK!



APRIL'S CORE VALUE: RESPECT

By Jesse Guillen, Administrative Manager I



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

"Respect is how to treat everyone, not just those you want to impress."

-Richard Branson

Respect

Many may agree that RESPECT is a value that is vital to the success of any individual or organization. Given the nature of our business, it's no surprise that SSA holds it as an essential organizational core value.

How does SSA exemplify respect? It really all depends on how one views respect as there are many ways to define the term. We see various examples in our work. We are a dynamic agency with numerous responsibilities, daily tasks and functions. Like our work, the community we serve is very diverse and our clients and customers consist of those with various levels of need. When they come to us, they are demonstrating vulnerability in possibly their greatest time of need and that takes courage. I think that is something to be respected. They entrust us to help them in their

time of need and our staff come through time and time again. Why? Because we do not judge people when they come through our doors. Many of us realize that we can very easily be in their shoes and live in the same communities. Therefore, we are reminded about why we must demonstrate respect to those who seek our assistance. When or if the time comes that we are in need ourselves, we will hope that those we rely on will demonstrate the same respect we offer every day.

We also see many examples of respect within our teams and those we work with side-by-side every day. One will be hard-pressed to find an organization such as SSA with so many individuals of diverse backgrounds. Our workforce is reflective of our community and this characteristic makes our agency strong and effective. And while this also makes for some interesting potlucks, it also exposes us to interesting customs and cultures that we may not otherwise experience. With this realization, we must also value and respect this phenomenon because it is a core component for our customer service success. We all bring something of value to our work, whether we realize it or not. We all contribute in one way or another to the success of the agency and that deserves a lot of respect.

Next time we cross paths with a client or customer, let's continue showing regard or consideration by making them feel welcome, showing empathy and realizing we may not fully understand the difficulties they are experiencing. In the same regard, let's demonstrate respect to our co-workers knowing we are all on the same team and working together to achieve the same goal: serving our community with respect, compassion and integrity.

COLD WEATHER DRIVE RECAP

During the month of February, SSA demonstrated the core value of courtesy by donating to the Cold Weather Drive, providing needed items to fill the Central Regional Office's (CRO) Care Closet. Based on an initial inventory, the following types of donations were received:

- 57 warm clothing items including sweaters, hoodies, coats and jackets
- 202 light-weather shirts
- 10 pairs of shoes
- 150 undergarments
- 74 pairs of pants
- 40 assorted hygiene items
- 25 hats/gloves/scarves
- 10 blankets

Thank you all for your generosity, exemplifying our core values and working to offer kindness to those most vulnerable. Your act of courtesy truly makes a difference.



EMPLOYEE EDUCATIONAL JOURNEYS IN SSA

My educational journey began when I decided to take ownership of my life. It all started when I decided to pursue a bachelor's degree in Social Work, which I received in 2010 from California State University, Los Angeles. While I was really excited to be the first in my family to graduate from college, I continued to obtain my master's degree in Social Work from University of Southern California in 2015. Analyzing my career options in the field of child welfare and with SSA motivated me to further continue my education. I am happy to share that I will be graduating in May 2019 with a Master of Public Administration (MPA) degree from Arkansas State University. I plan to put all of this knowledge to good use as I progress through my career with SSA.

TIP

Always try to make the best of stressful situations and remember to be optimistic. Your outlook, attitude and thoughts influence the way you see things.

My current position as a Senior Social Services Supervisor with the Quality Support Team (QST) allows me to put to practice my learned skills and knowledge. I

feel very fortunate to know that I can continue to apply my skills to better the lives of the families we serve.

My educational journey has not always been smooth. I have managed to balance work, school and my personal life by enrolling in online programs that offered me the flexibility to attend school at my own pace while working full-time. Advancing my education has expanded my view of the world. Ultimately, I have achieved the satisfaction of completing something challenging.

(Employee Educational Journeys in SSA is a recurring feature in SSA Today which highlights the journeys of various SSA staff in overcoming the challenges of work-life balance while achieving their educational goals. To share your story, please send an email to SSAToday@ssa.ocgov.com.)

Mary Mialma Cantoran

Senior Social Services Supervisor
Agency Administration
Quality Support Team



SPRING FEST 2019

Spring Fest 2019 sponsored by the Foster Care Auxiliary Orange County (FCAOC) was a success! In recognition of Social Work Month, the FCAOC invited SSA staff from the Children and Family Services division and their family members to attend this annual event. They joined foster, adoptive and resource families on this fun, family-friendly afternoon. There is a wonderful working relationship between the FCAOC and SSA. The FCAOC, with very limited resources, continues to do incredible things for foster, adoptive, kinship and resource families.

Senior Social Services Supervisor Diana Nguyen-Vo of Families and Communities Together (FaCT) won first place in the Chili Cook Off contest. Children and adults enjoyed riding Shorty the pony and Miss April the horse. Chili Cook Off judges included Senior Social Services Supervisor Francisco "Paco" Perez and Administrative Managers Cheryl Alexander and Marlene Telegadas. Enjoy some photos from this event!



Pictured: Diana Nguyen-Vo



Pictured: Francisco "Paco" Perez, Cheryl Alexander and Marlene Telegadas



Pictured: Sayra Arreguin

SSA EMPLOYEE RECOGNITION SURVEY 2018

In order to better understand employee recognition within SSA, staff were asked about the recognition they currently receive and ways employee recognition could be improved. Both staff and supervisors were asked what their supervisors and the agency as a whole could do to recognize employees, as well as about any obstacles standing in the way. Surveys were developed by the Workforce Engagement Committee and distributed to staff in June 2018.

EMPLOYEE INPUT

IN JUNE OF 2018, SSA STAFF WERE ASKED TO SHARE THEIR THOUGHTS ABOUT RECOGNITION THEY PRESENTLY RECEIVE AND WAYS RECOGNITION COULD BE IMPROVED.

★ WHAT STAFF HAD TO SAY

60% of respondents or more agreed that various types of recognition currently happen the right amount

75% of staff chose flexibility in schedule as most appealing when ranking appeal of recognition

33% of respondents reported that they would like help from their supervisors in the form of additional training, one-on-one coaching, or assistance with projects when the workload is heavy

66% of supervisors desired agency-wide recognition programs or incentives in order to better recognize staff

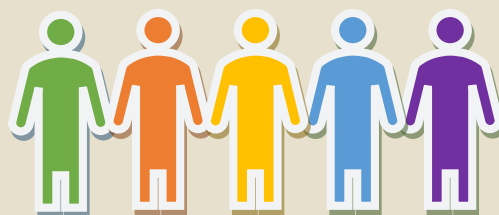
59% of staff desired for the agency to continue obtaining staff's feedback on employee recognition



Click [here](#) to read more survey results!

OVERALL RESPONSE THEMES:

- ◆ Recognize staff more frequently
- ◆ Ensure fairness in promotional decisions
- ◆ Invest time in staff
- ◆ Build strong rapport with employees
- ◆ Offer rewards and incentives
- ◆ Allow staff to attend trainings
- ◆ Encourage staff to take on special projects
- ◆ Assist with making workload more manageable



870 TOTAL RESPONSES

SOME SSA EMPLOYEE ENGAGEMENT INITIATIVES INCLUDE:

- ◆ Management & staff training (PDX)
- ◆ Employee engagement surveys
- ◆ Mobile workforce committee
- ◆ Heart of SSA campaign
- ◆ Educational fair

WHAT'S NEXT?

Stay tuned for the next steps and thank you for your participation in cultivating employee engagement at SSA!





In Recognition of April as National Child Abuse Prevention Month

APRIL 9TH IS WEAR **BLUE** DAY!

GO **BLUE** FOR OC KIDS!



#GO **BLUE** FOR OC KIDS



facebook.com/OCSSA1



[@OrangeCountySSA](https://twitter.com/OrangeCountySSA)

Take a picture with your SSA colleagues wearing **blue** on April 9th and email the photo to: SSAcomm@ssa.ocgov.com

Photos may be featured in SSA Today and/or SSA Source e-blast. You can download a Photo Release Form by clicking [here](#).

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

Rose Draft, Senior Social Worker (SSW)/Children and Family Services

SSW Rose Draft was recognized as the CFS Employee of the Month for February 2019. The following words were shared about Rose from fellow staff:

"Rose's dedication to (SSA's core value of) Compassion is made visible in her daily care for her coworkers and those entrusted to us to serve. Rose expresses compassion for all she encounters in her daily work. For example, she recently coordinated a special graduation ceremony for a youth who was recently declared a dependent at nearly 18 years of age and placed at Orangewood Children & Family Center. Coming from homelessness and substance use, he was adamant that he wanted his dependency case closed upon turning 18. When Rose first met with him, she engaged him to begin charting his life course and highlighted supports and possibilities (including Extended Foster Care). She encouraged him to finish his high school education as a near term goal. He was encouraged and completed the high school credits needed to graduate and so at their next meeting, Rose organized a small group of Orangewood staff and youth, OC Department of Education Foster Youth Services Coordinating Program staff and others to hold a graduation ceremony. He shared that this was one of his proudest moments. This is Rose's default life-changing setting for all, for good."



Greg Zamarripa, Social Services Supervisor I (SSSI)/Agency Administration

SSSI Greg Zamarripa recently received praise from fellow colleagues at Training and Career Development (TCD) on his role in the implementation of a new training software application. Below is a comment shared by SSSI Michelle Bui:

"I'm sure everyone at TCD would agree that you are such a great team player. Without any hesitation and always with a smile, you've always been there to assist. Really, your dedication and teamwork have not been acknowledged enough, but please remember that we always appreciate YOU. You truly are the unsung hero at TCD, Greg, and you are one of the special individuals who makes TCD the best place to be."

Shirley Barksdale, Eligibility Technician (ET)/Family Self-Sufficiency & Adult Services

ET Shirley Barksdale of the Foster Care Regional Center received the following note from a client for her great customer service:

"Thank you, Shirley, for all of your help with my son. Your assistance in making this happen cannot be overstated. I appreciate you keeping me informed of how the process is moving along and your efforts to get everything settled in a timely fashion. You clearly know your job--and are very good at it! I also want to thank you for your kindness and support. As a mom, it is a challenge working with our kids and managing all the paperwork and County requirements. I thank you for always having a sympathetic ear, for your patience and for your understanding. Thank you for not being a "paper-pusher," but for always remembering this is about helping our children thrive."



Tatiana Muresan, Social Services Supervisor II (SSSII)/Assistance Programs (not pictured)

SSSII Tatiana Muresan recently received the following words of commendation from Senior Social Services Supervisor Kathy Moch of the Quality Support Team for her outstanding assistance and support to a customer:

"I want to share how appreciative I am of Ms. Muresan's professionalism and efficiency, but mostly her compassion for our customers. Ms. Muresan always answers her phone and she is always willing to assist. I learn so much about your program each time I speak with her. This morning, I reached out to Ms. Muresan requesting assistance with a grandmother who suddenly had to care for her deceased son's children. She stated the children were hungry and just needed to have access to the CalFresh benefits so she can feed them. Ms. Muresan contacted the customer, listened to her concerns, reached out to her team and coordinated a positive outcome for the customer."

BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

Alix Kaainoa-Thomas, Senior Social Services Supervisor (SSSS)/Children and Family Services and Laura Turtzer, Administrative Manager I (AMI)/Agency Administration

SSSS Alix Kaainoa-Thomas (left) and AMI Laura Turtzer (right) recently received the following words of gratitude from AMI Martin Raya for their efforts on presentation material for the annual CalSWEC (California Social Work Education Center) Job Fair which took place in Los Angeles earlier this month:



"I wanted to take a moment to thank Laura and Alix for partnering to develop this exceptional presentation material. The "teamwork" displayed and resources devoted to this endeavor were invaluable and reflective of their commitment to the core values of SSA. Laura, your expertise and vision are a true asset to this agency. Alix, as the face of the internship program, your outreach and collaborative spirit are essential to the success of our recruitment efforts."



Orangewood Children and Family Center Linen Room Staff/Children and Family Services

Supplies Clerk (SC) Jessie Calvillo, Laundry Worker (LW) Concepcion Pineda, SC Teresita Ranada, LW Bonnie Boss, LW Dai Trang Hoang and Administrative Manager I (AMI) Cheryl Alexander (not pictured) recently received the following words of gratitude from AMI Cheryl Smyth:

"Recently there was a serious flooding incident at the Centralized Operations warehouse affecting the storage area that held gifts and household essentials that are provided to clients in need. A large amount of donated clothing and blankets were hit with the flood waters, potentially ruining them completely if we could not get these cleaned and dried quickly before they became mildewed and unusable. We made an emergency call for help to Orangewood Children and Family Center, knowing they have a large laundry facility onsite. We needed to have these items washed, sanitized and dried in order to keep them from having to be thrown out. Cheryl, Teresita and the linen room staff graciously agreed to help. We transported the damaged blankets and clothing to them and they returned everything clean and dry! Thanks to their quick and responsive assistance, over 150 blankets and an equal amount of clothing items were saved and donated to Central Regional Office (CRO) for their clients in need."

Holly Vu, Social Worker II (SWII)/Family Self-Sufficiency & Adult Services

SWII Holly Vu of the In-Home Supportive Services (IHSS) program was presented with Adult Services' "You Rock Award" for the month of March 2019. The following words of recognition were shared about Holly by Administrative Manager I Sylvia Iglesias:

"Holly was instrumental with the I-CMS (IHSS Case Management System) development. She thought out of the box during the HTG (Hourly Task Guideline) implementation. Without her skills and knowledge, this segment of I-CMS would not have been possible. In order to build this tool, she read the State's All County Letter and IHSS business processes and put these thoughts in perspective for the tool development. Holly collaborated with SSA Information Technology, IHSS managers, Social Services Supervisor IIs, and FSS & AS Policy and Quality Assurance during I-CMS development. For training purposes, she was part of the training development and also provided training to all IHSS staff level including managers, SSA IT and the Adult Services Deputy Division Director. Thanks Holly for a job well done!!!"



Holly also received the following words of recognition from SWI Ahmed Haidary: "I would like to inform you that Holly has been gracious enough to help me this morning and on multiple occasions in the past whether it was a simple question about completing an action sheet or a thorough explanation of paramedical services. What I admire the most about her is that she is always proactive. She recognizes the need, provides a detailed answer and then follows up with the necessary resources and materials."

SSA PROMOTIONS

EMPLOYEE NAME	CLASSIFICATION	DIVISION
ACEVES-ENRIQUEZ, SUSANA	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
AMBRIZ, JAVIER	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
BAE, DANIEL KI	SOCIAL WORKER II	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
BRANDON, PEGGY MARIE	DATA ENTRY TECHNICIAN	ASSISTANCE PROGRAMS
BUENROSTRO, GABRIELA	OFFICE SUPERVISOR C	ASSISTANCE PROGRAMS
CARRINGTON, ANGELA MICHELLE	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
CASTANEDA, JOSE	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
CHUMPITAZ, MARTIN	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
DANG, KATHRYN ANH-THU	ELIGIBILITY SUPERVISOR	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
DASSE, CARWINA PASCUAL	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
DIAZ, TO LOAN THI	SENIOR SOCIAL SERVICES SUPERVISOR	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
FELIX, SUSANA	DATA ENTRY TECHNICIAN	ASSISTANCE PROGRAMS
FRANCO, ISABEL CORRAL	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
GOMEZ, SANDRA	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
GUILLEN, JESSICA LYNN	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
GUTIERREZ, JORGE ANTHONY	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
GUZMAN, HERIBERTO	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
HAYDEN, KRISTEN GENISE	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
ISLAM, KESHIA MEHDI	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
JACKSON, TAMMY L	INFORMATION PROCESSING TECHNICIAN	CHILDREN AND FAMILY SERVICES
MACIAS, VANESSA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
MARTINEZ, ISELA E	PROCUREMENT CONTRACT SPECIALIST	AGENCY ADMINISTRATION
MATUS, MARC AGUSTIN	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
MORENO, FRANCESCA	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
NGUYEN, TU	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
NICHOLS JOHNSON, GILLIAN BRITTANY	DATA ENTRY TECHNICIAN	ASSISTANCE PROGRAMS
OCHOA, ALEJANDRO	STAFF SPECIALIST	AGENCY ADMINISTRATION
OLIVENCIA, STACEY TANG	SOCIAL SERVICES SUPERVISOR I	AGENCY ADMINISTRATION
PADILLA, DULCE M	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
RODRIGUEZ, EMMANUEL	SENIOR SOCIAL WORKER	CHILDREN AND FAMILY SERVICES
RODRIGUEZ, TEOFILO	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
SANTANA, DONNA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
SOTO, DAVID JOSEPH	SOCIAL WORKER I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
TELLEZ, KELLEY MARIE	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
TRAN, SAMANTHA THAO-LE	EMPLOYMENT AND ELIGIBILITY SPECIALIST	ASSISTANCE PROGRAMS
VALENCIA, LILIANA	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
VU, VIVIAN KIMHIEN	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 recruitments at SSA:

Job Title	Deadline to Apply
Eligibility Technician	Continuous
Eligibility Technician (Farsi)	Continuous
Laundry Worker	Continuous
Office Assistant (Bilingual English/Farsi)	Continuous
Senior Social Worker	Continuous
Senior Social Services Supervisor	Continuous
Senior Staff Development Specialist	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](#).

SSA EXECUTIVE MEET & GREET

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 and indicate which Meet & Greet you will be attending in your email. Please see the schedule below for upcoming Meet & Greets:

APRIL 2019



Location	Date	Time
Orangewood Children and Family Center (OCFC) Child Abuse Services Team (CAST) Resource Family Approval (RFA) 401 The City Drive South, Orange OCFC Gym/Foyer	4/17/19	1:30-2:30 PM
Santa Ana Regional Center (SARC) CalWORKs (CW) East Training and Career Development (TCD) Task Force Processing Center (TFPC) Program Integrity (PI) Differential Response (DR) 1928 South Grand Avenue, Santa Ana Conference Room AB105	4/30/19	9:00-10:00 AM

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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