

# OCSSA TODAY

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

## DIRECTOR'S CORNER

By Debra Baetz



Summer has arrived, which means it's time to bring out the beach chairs, picnic blankets and bar-b-ques for some fun in the sun with families, friends and colleagues! During the month of July, we celebrated SSA's core value of Fairness, which is a great opportunity for us to reflect on the way we treat our clients and customers, as well as one another, in carrying out our Agency's mission. Summer also means that Fiscal Year 2019-20 is underway, with a newly approved County and State budget that supports the important programs and services that SSA delivers to the Orange County community each day.

On June 27, 2019, the Governor signed the 2019-20 state budget into law. Let's take a look at some areas impacting our Agency this fiscal year:

- The Governor's budget significantly mitigates the financial shortfall for the next few years and helps to create a more manageable fiscal structure for counties; however, the counties, along with the California State Association of Counties (CSAC) and the County Welfare Directors Association of California (CWDA), will continue to work with the state to monitor In-Home Supportive Services (IHSS) funding.
- Foster Parent Recruitment, Retention, and Support (FPRRS) funding was extended for one more year, allowing our staff to continue their efforts in recruiting resource families.
- The Home Visiting Initiative in our CalWORKs program will now be permanent and will expand the program eligibility to include parents/caretakers with children under two, regardless of whether they are first-time parents or not.
- Adult Protective Services (APS) social worker training also received funding for the next three years, which supports our social workers' efforts to protect the County's vulnerable adult population.
- CalFresh was expanded to include people who are currently receiving Supplemental Security Income/State Supplementary Payment (SSI/SSP) benefits. Families who would have experienced a reduction/loss of CalFresh benefits as a result will not have their benefits reduced thanks to state funding of supplemental nutrition benefits for this population.
- Group homes have an additional year to convert to a Short-Term Residential Therapeutic Program (STRTP), which delivers specialized, intensive short-term care and supervision for children in foster care and non-minor dependents.
- The Bringing Families Home program received one-time funding, which will allow us to continue our efforts to increase family reunification by offering support to child welfare families who are at risk of or are experiencing homelessness.

In addition to delivering mandated services, we have also been focusing more of our efforts on SSA's outreach to different communities, such as the student population at the University of California, Irvine and residents in the City of Laguna Woods. We are also working to expand our outreach to new homeless shelters in Orange County; in July, we started providing services at the Tustin Emergency Shelter.

While the work that we all do in supporting Orange County may be challenging at times and require us to be fair, resourceful and responsive while meeting State and Federal mandates, your work does not go unnoticed. I am proud of all the time and energy you dedicate to our Agency and community. I strongly believe that we will continue to grow and innovate as one Agency, moving forward together in order to continue to meet the evolving needs of our community. Thank you for your commitment, and don't forget to relax and enjoy this beautiful summer with your family and friends.

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# SSA SPOTLIGHT: EXCELLENCE IN SERVICE

## CALFRESH EXPANSION TO SSI/SSP RECIPIENTS WORKGROUP

On June 1, 2019, a significant change to one of SSA's programs went into effect, increasing the number of individuals who may be eligible for CalFresh. This change, known as the CalFresh Expansion to SSI/SSP Recipients, would allow individuals receiving Supplemental Security Income/State Supplemental Payment (SSI/SSP) to be eligible for CalFresh benefits for the first time.

In anticipation of this regulation change, SSA began an intensive planning process that included creating new policy, updating operational processes, training staff, developing data reporting tools and creating a robust outreach and in-reach plan in early 2019. These efforts began with assembling a diverse workgroup consisting of representatives from Assistance Programs (AP), Family Self-Sufficiency & Adult Services (FSS & AS) and Agency Administration divisions, including staff from regional offices, In-Home Supportive Services (IHSS), Systems Support Team (SST), Training and Career Development (TCD), Research, Information Technology (IT), Financial Services and SCLPT (Strategic Communications, Legislation, and Policy Team).



**Back Row:** Edgar Hernandez, Angel Barbosa, Jorge Ramos, Santiago Mendez, Lillian Rosales, Francina Anderson, Denise Beas, Dalip Butani, Kenny Rodriguez, Chi Pham  
**Front Row:** Sylvia Iglesias, Raymond Fajardo, Lois Kato, Chantel Chavez, Vichheka Hou, Tom Vu, Sally Hard, Phi Phi Thai, Amber Slankard, Ruth Gutierrez, Dana Ardeleanu, Barbara Castillo  
**Not Pictured:** Cristina De La Rosa, Monica Vejar, Connie Gonzalez, Andy Nguyen, Kevin Samson, Rocio Gonzalez, Azucena Perdomo, Rachel Silva, Ignacio Aguilar, Verence Davila, Luisa Luna, Daniel Rodriguez, Dianna Padilla, Maitanh Nguyen, Silvia Huggins, Juan Reynoso, Gabriel Esquivel, Victoria Loomis, Sandra Gonzalez, Ana Martinez, Natasha Ueligitone

Workgroup members collaborated to review and integrate new policies associated with the CalFresh Expansion and worked closely with TCD to develop training materials. Additionally, significant time and efforts were dedicated to updating and developing the necessary operational processes. Reports were developed with the assistance of IT and Research to ensure the efforts and progress of the workgroup could be measured. With the help of SCLPT, the workgroup developed flyers and outreach presentations as part of the messaging to Orange County's SSI/SSP recipients. Also, through successful collaboration between IHSS and the GetCalFresh.org website management company, new opportunities were created for the SSI/SSP recipient population to apply and receive CalFresh Expansion information during IHSS home visits.

As a result of the workgroup's efforts, over 1,200 staff from the AP, FSS & AS and Agency Administration divisions received CalFresh Expansion to SSI/SSP Recipients training in April and May 2019. Between May 1, 2019 and July 9, 2019, over 9,000 CalFresh applications for households that include an SSI/SSP recipient have been received. Approximately 75% of those applications have been approved.

SSI/SSP recipients who are newly eligible to CalFresh can also take advantage of Orange County's Restaurant Meals Program (RMP), which allows elderly, disabled and homeless CalFresh recipients to purchase prepared food at participating restaurants. The program currently includes over 80 participating restaurants as of July 1st. As part of the CalFresh Expansion outreach efforts, 11 presentations have been conducted with groups throughout the County and have included information regarding RMP. Together, the CalFresh Expansion and RMP help many of our most vulnerable residents maximize food access.

While SSA has already seen an impressive response from Orange County SSI/SSP recipients, there is still a significant number of the recipient population that have yet to apply and may do so in the coming year. Through continued collaboration with County and community partners, our Agency will continue to work diligently to assist the impacted community navigate the various aspects involved in the CalFresh Expansion.

The successful implementation of the CalFresh Expansion to SSI/SSP Recipients was aided greatly by the teamwork displayed by workgroup members. Many thanks are owed to everyone involved for their efforts, input and great generosity with their time and knowledge.

**Congratulations to the CalFresh Expansion to SSI/SSP Recipients Workgroup on being highlighted as this month's SSA Spotlight!**

# CHIEF DEPUTY DIRECTOR CAROL WISEMAN RETIRES



After 40 dedicated years of service to the Orange County community, SSA's Chief Deputy Director Carol Wiseman will be retiring on August 2, 2019.

Carol joined the County in June 1979, literally a week after she graduated from California State University, Long Beach. She completed her undergraduate degree in Business Administration with an emphasis in Accounting and did her typical interview tours with various accounting firms, but her heart ultimately drew her to the County of Orange, where she began her career journey as an entry-level Accountant/Auditor with the Auditor-Controller's Internal Audit Division. After spending 4 ½ years there, followed by another 4 ½ years with the County's Employee Benefits Office, Carol became a part of the SSA family in 1988.

## FUN FACT!

Carol actually started out as a music major in college, having played the piano and flute!

Although born in Lincoln, Nebraska, Carol's early childhood was spent in Missoula, Montana. She was the youngest sibling to an older brother and sister. Her father was a university professor while her mother stayed at home to take care of the children, "making our clothes, cooking us wonderful meals, being the volunteer mom at school events." She recalled when her father, who taught accounting, would bring home accounting spreadsheet paper and she "would write little numbers in the squares and just find it so exciting. I don't know why, but I did. I grew up coloring and doing stuff on accounting ledger paper; maybe it was meant to be."

When she turned six, Carol and her family moved to California. One of her fondest childhood memories was going on summer road trips with her family across the country. "Every summer, my father would have an accounting convention somewhere and the fun would be getting there, traveling across the country and tent camping. I think by the time I was in high school, I had probably been to 46 states and got to see the U.S. in ways that many people didn't."

During her time with the Agency, in which she has served in a multitude of roles including Staff Analyst and Administrative Manager in Financial Services, Deputy Division Director and Director in the Administrative Services division, and culminating in her current role as Chief Deputy Director, Carol saw many positive changes including enhanced communication and leadership to SSA's employees. One of the most significant experiences of her career was dealing with the challenges resulting from the County's bankruptcy in 1994. At that time, she was serving as the Financial Services manager, and spent long hours developing strategies to help minimize the impact to SSA. "The ability to work with the Executive Team and leadership at that time to try to mitigate the impacts on our employees and customers as much as we could, to see everyone coming together to do the best they could, was very meaningful to me."

Among her many responsibilities with SSA, Carol expressed joy in the opportunity to help influence the Agency as Chief Deputy Director as well as to help cultivate a leadership team and workforce that is responsive to the needs of the Agency and community. She also enjoys mentoring others, having drawn on positive leadership qualities of the people she has worked with over the years. When asked about some of the qualities that she identifies in a leader, Carol shared, "I like it when people can make decisions clearly, in a timely manner and have some reason to have made those decisions that's beyond emotions. Integrity is the biggest thing to me." As far as advice that she has received for herself? "Someone once said I shouldn't laugh so much because, then, people wouldn't take me seriously. And as you can imagine, I did not take that advice because I believe we shouldn't take ourselves too seriously. Our work is serious, but we shouldn't take ourselves too seriously."

With her retirement right around the corner, Carol looks forward to continuing her volunteer work as a certified therapy dog handler, a role that had its origin 17 years ago when she would regularly take her dog Sparky to visit her mother, who was temporarily staying at an assisted living facility. "I didn't know anything about therapy dogs at the time but it made my mom happy to have a dog around her," said Carol. After learning more about therapy dogs through encounters with random people over the next few years, she eventually went to therapy dog training and became certified with her dog Ginger. "It all connected back to the time when I would take my dog to visit my mom. That was a therapy dog in action." (Continued on page 4)



**Pictured:** Carol smiling with certified therapy dog, Baxter, who helps victims of commercial sexual exploitation

("Chief Deputy Director Carol Wiseman Retires," continued from page 3)

In addition to therapy dog work, Carol also plans to continue volunteering with various organizations such as the Ronald McDonald House and local libraries. She enjoys participating in charity walks and being involved with a philanthropic organization focused on educational opportunities for women. "It's a wonderful opportunity for me to interact with women who are different than me but have similar interests to me. Just to know that we can make an impact on people across the country, women who might be struggling with educational opportunities in high school or single mothers who want to go back to school."

Agency Director Debra Baetz had the following words to share as we say goodbye to Carol: "Your guidance, support, understanding and leadership has helped me to grow as a leader and has helped this Agency achieve great success. Thank you for 40 years of service and for authentically modeling our agency core values. You've made an indelible imprint—an enduring legacy—at SSA."

When asked what she plans on doing when she wakes up on August 2, Carol answered, "I was thinking about going to get a massage. We'll start with that!"

## MEET SSA'S LEADERSHIP DEVELOPMENT TEAM



**Pictured:** Young Ilan (left) vs. Ilan 22 years later (right)

**Name:** Ilan Wolf

**Title:** Administrative Manager II, Quality Support Team (QST)/Agency Administration

**Areas covered in your position:** QST, which includes the SSA Custodian of Records and supports each of the four SSA divisions with responding to public inquiries, supporting quality assurance and responding to litigation

**Years of Service with the County of Orange:** 22

**Divisions worked/previous experience:** I was a Senior Social Worker and Senior Social Services Supervisor in CFS Emergency Response, Intake/Investigations, Continuing Services, Policy Development Unit (PDU) and the Transitional Planning Services Program (TPSP) over the course of 16 years. I

also worked in SSA Human Resources and have been with QST for 3 ½ years, including almost the past two years serving as the Litigation Coordinator.

**Fun fact about you (hobby, favorite food, movie, sports team, etc.):** My greatest joy is watching my two sons, ages 16 and 12, pursue their respective unique interests. I've got a kid who loves politics (think a more left-leaning Alex P. Keaton [note to millennials: Google "Alex P. Keaton" for the '80s reference] and one who loves to act [while you're at it, Google "Fame"]). We are fortunate to have been able to travel to various parts of the world and recently returned from a family trip to Israel. This was an incredible experience and one that I particularly value in my sons connecting with our family history. The family dog, Winston (aka Winston Eldridge Churchill Wolf III when he's misbehaved - which is most of the time), is a little Chihuahua-terrier menace who is a big part of the family and, as best as I can tell, the one running it. I'm a lifelong San Francisco 49ers and San Francisco Giants fan. This used to be awesome. Now it's just kind of sad. Where have you gone, Joe Montana?

**Professional development tips for staff:** The most significant factor that has allowed me to feel productive and happy at work for 22 years are the relationships I have been fortunate to develop and maintain. The longer one is here, the more of life's events overlap with our work lives. I think establishing and maintaining meaningful connections with coworkers is vital to one's professional development and sense of satisfaction at work, while also providing the caring of those who are there for us as we experience both life's good and more challenging times. I also have experienced the importance of: being open to new opportunities, never saying "never," accepting feeling vulnerable when I don't know something or make a mistake, finding the meaning in the daily tasks of work and life and appreciating time as a precious gift. It's true, time really does fly. (The before and after photo above tell this story. The kid on the left couldn't fathom all that lay before him at work and in life during the next 22 years. The gray-haired guy on the right can't believe how fast it all happened.)

# SSA SPORTS SOME PURPLE IN JULY FOR FAIRNESS!



# HEART OF SSA: CREATIVITY IDEAS

Thank you to everyone who participated in support of the Agency's core value of Creativity, which was celebrated back in May! The following ideas were submitted by the SSA staff below the to SSA's Leadership Development Team consisting of the Executive Team and Deputy Division Directors and are currently being evaluated for actionable steps. Thank you all for sharing your creative and innovative ideas!



**JAMES CZADEK**  
Eligibility Technician  
Assistance Programs

Revise an information request form commonly issued to Medi-Cal customers (the last sentence of this form reads, "We must receive this information by (due date). Otherwise, we may begin the process to stop your Medi-Cal benefits!") Exclamation mark may come across as rude; simply replacing "!" with a period would better exemplify our Agency's core value of Courtesy.



**VALERIA CASTELLS**  
Eligibility Technician  
Assistance Programs

- 1) Streamline assignment process for intake applications at Assistance Programs regional offices
- 2) Eliminate paper printing of computer screens during intake process by virtually printing them directly to CalWIN eligibility system (would potentially save SSA approximately \$33,600 per year!)



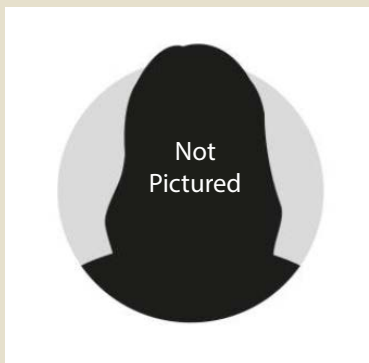
**ATMA KAINTH**  
Eligibility Technician  
Assistance Programs

- 1) Develop smartphone app for customers to check eligibility status for SSA's various assistance programs, order benefit cards and upload documents
- 2) Reduce lobby traffic and document loss by installing computers/scanners in SSA lobbies and assisting customers with submitting documents online.



**JOCELYN PARK**  
Employment & Eligibility Specialist  
Family Self-Sufficiency & Adult Services

Increase volunteer opportunities that will allow staff to learn about different Agency functions, increase their exposure and help them explore future career goals. These may include cross-training and designating a volunteer liaison to connect staff with relevant volunteer opportunities.



**SHELLY SCHOCK**  
Eligibility Technician  
Assistance Programs

Reduce wait times for elderly and disabled customers at Assistance Programs regional offices by:

- 1) Establishing an Aged, Blind and Disabled (ABD) unit that handles both intake applications and continuing cases
- 2) Providing ABD customers with appointment times.



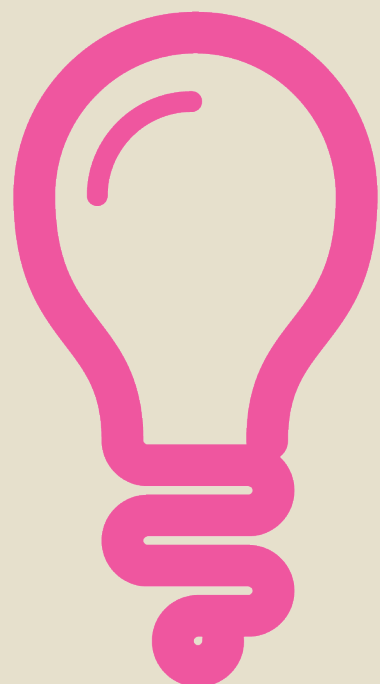
**STEVE DIXON**  
Eligibility Technician  
Assistance Programs

Collaborate with OCTA (Orange County Transportation Authority) to install covered bus shelters nearby SSA's office locations, thereby improving bus stop experiences for both customers and staff, especially during unpleasant weather such as winds or rain.



**MARICELA VILLA**  
Employment & Eligibility Specialist  
Family Self-Sufficiency & Adult Services

Create a central bulletin board to spotlight Community Based Organizations (CBOs) as resources for staff.



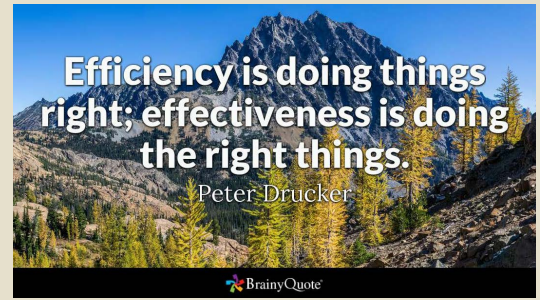
# AUGUST'S CORE VALUE: EFFICIENCY

By Mandy Ghani, Social Services Supervisor I



*The Heart of SSA: Core Values in Action's designated core value for the month of August is Efficiency.*

Whether we are aware of it or not, efficiency is a concept we try to use in most decisions we make in both our personal lives as well as here at SSA. There always seems to be more things that need to be completed in a day than the hours allow. We all try to be as efficient as we can in our decision making, but do we truly understand what that means? We may associate the term efficiency with words like “multitasking” or “time management,” but efficiency is so much more than being able to pay your bills while binge watching Netflix and running the dishwasher at the same time. Merriam-Webster defines being efficient as “capable of producing desired results with little or no waste.” Demonstrating efficiency is the bedrock of the County. It is what allows us to serve our clients and promote safety, wellness and self-sufficiency. At SSA, we try to be as efficient as possible to help as many clients as possible in the shortest amount of time. There is, however, a difference between being efficient and being effective.



With so many small and large tasks that need to be completed daily, it is easy to lose sight of the importance of also being effective. If a task needs to be re-done two or even three times because we were moving too quickly or not taking the time to stop along the way to evaluate the progress, then how efficient or effective can it really be? Being efficient does not just help us check off more things from our “to do lists”; here at SSA, it also provides us with a collaborative platform to bring new and innovative ideas to the forefront. Participating in the various meetings, workgroups and committees taking place at SSA not only helps bring out the great ideas within us but allows us to put them into practice and re-evaluate the progress along the way. Decisions may not always be shaped during the timeframe that we would hope them to be, but there is no efficiency without effectiveness, and that takes time to evaluate. Tim Fargo once said, “Want to go really fast? Slow down and focus.” If we try to maintain focus on the many reasons why we came to SSA in the first place, that will help light our paths towards efficiency.

## EMPLOYEE EDUCATIONAL JOURNEYS IN SSA

By Cesar Vega, Social Services Supervisor I, and Manuel Roa, Administrative Manager II



**Left to right:** Manuel Roa and Cesar Vega

**Cesar:** I joined the Educational Advisory Program (EdAP) to further my education with the aspiration to continue my career advancement. It has been an eye-opening experience. Thanks to my educational coach, Manuel Roa, I was able to realize what an asset I can be not only within SSA and the County but within myself. He has given me the confidence to go back to school and pursue my education not only for career advancement but to have the self-satisfaction of knowing that I can accomplish my educational goal. I have an associate’s degree in electrical engineering as well as certification in ultrasound and computer science. I was still not satisfied with my educational goals. Having a coach like Manuel to guide me has been beneficial to obtaining my goal. He has given me the drive to continue my educational journey and further my educational endeavors. Since meeting with Manuel, I have made the decision to attend Brandman University to pursue a Bachelor of Science in Information Technology. I am truly grateful to EdAP and everyone involved in assisting me in achieving my educational and career goals.

**Manuel:** I have personally enjoyed the journey with Cesar. As the educational coach, I feel immense gratification in seeing Cesar excel in his advancement to obtain his educational goal. In my career, I have been offered the opportunity to go back to school and obtain my degrees myself. I have also had coaches and champions that have encouraged me to continue my educational path. During my 26-year career with SSA, I was able to obtain my Associate of Arts, Bachelor of Science and Master of Arts degrees from various educational institutions. With that being said, I jumped at the opportunity to give back through EdAP. It has been great working with Cesar to achieve his educational goal. Thank you EdAP for the wonderful opportunity to help others in their educational journey!

*(Do you have a story to share about your educational journey as an SSA employee? Submit your story by emailing the EdAP Inbox at [edapinbox@ssa.ocgov.com](mailto:edapinbox@ssa.ocgov.com). Learn more about EdAP and other educational resources by visiting the [Training & Career Development Resource Page](#).)*

# ARE YOU READY?

By Delcie Hynes, Administrative Manager I

On July 4, California experienced its largest earthquake in nearly 20 years: a 6.4 centered approximately 10 miles from the city of Ridgecrest, CA. On July 5, we learned that the 6.4 was actually a “pre-shock” to the larger 7.1 quake that occurred less than 24 hours later. The second quake was 10 times stronger than the first and, since July 5, the area has had over 6,500 aftershocks! Local residents have suffered building collapses, home fires, power outages and many areas are still without safe drinking water. There are reports of residents pulling mattresses into their yards to sleep as their homes are no longer safe and others are in disaster shelters or sleeping in their cars.



Imagine if these quakes occurred in Orange County. Are you prepared to be at home without running water for many days? How would you cook meals for your family without running water, power or gas? Do you have a family emergency plan in place so that everyone knows what to do and where to go? Are you signed up to receive local emergency alerts? If your answer to any of these questions is “No,” please visit the following links below for helpful information:

- Orange County: <http://www.alertoc.com>
- San Bernardino County: <http://www.sbcounty.gov/SBCFire/TENS/TENSContact.aspx>
- Riverside County: <https://countyofriverside.us/Residents/Emergencies/AlertRivCo.aspx>
- Los Angeles County: <https://www.lacounty.gov/emergency/alert-la/>

Find resources for making a kit and creating a family emergency plan at [www.readyoc.com](http://www.readyoc.com). Don't wait! Get prepared today!

## SSA STAFF RECOGNIZED BY THE DA-PAD

The District Attorney–Public Assistance Division (DA-PAD) provided certificates of recognition to SSA staff for their collaboration and partnership towards enforcing fraud policies and processes. DA-PAD presented 30 certificates and conducted 10 presentations to staff at Anaheim Regional Center, Orange's Call & Processing Center, Cypress Regional Center, Santa Ana Regional Center, Laguna Hills Regional Center and Program Integrity. Thanks to all regions for their hard work and collaboration with DA-PAD!





# SSA GRADUATES DURING FISCAL YEAR 2018-19

Let's recognize all SSA staff who graduated with a degree between July 1, 2018 and June 30, 2019! Congratulations, graduates, on your amazing accomplishment!

<b>NOAH ALVARADO</b> , Eligibility Technician/AP <b>Degree:</b> Bachelor of Science-Human Services <b>Institution:</b> California State University, Fullerton <b>Date of Graduation:</b> May 17, 2019	<b>PRISCILLA NARANJO</b> , Eligibility Technician/AP <b>Degree:</b> Master of Social Work <b>Institution:</b> Loma Linda University <b>Dates of Graduation:</b> June 16, 2019
<b>JANELLE D. ARELLANO</b> , Office Technician/FSS & AS <b>Degree:</b> Associate of Arts-Psychology <b>Institution:</b> Golden West College <b>Date of Graduation:</b> May 23, 2019	<b>BETTINA NAVARRO</b> , Eligibility Technician/AP <b>Degree:</b> Bachelor of General Studies-Psychology Concentration <b>Institution:</b> Fort Hays State University <b>Date of Graduation:</b> August 1, 2018
<b>JYOTHI ATLURI</b> , Deputy Division Director/FSS & AS <b>Degree:</b> Executive Master of Business Administration <b>Institution:</b> University of California, Irvine <b>Date of Graduation:</b> June 1, 2019	<b>MARIFE OBILLOS</b> , Eligibility Supervisor/AP <b>Degree:</b> Master of Public Administration <b>Institution:</b> California State University, Dominguez Hills <b>Date of Graduation:</b> May 18, 2019
<b>DEBRA BAETZ</b> , SSA Director <b>Degree:</b> Executive Master of Business Administration <b>Institution:</b> University of California, Irvine <b>Date of Graduation:</b> June 1, 2019	<b>ROSA PALACIOS</b> , Social Services Supervisor I/FSS & AS <b>Degree:</b> Master of Public Administration <b>Institution:</b> California State University, Northridge <b>Date of Graduation:</b> May 23, 2019
<b>MARTHA BECKEL</b> , Social Services Supervisor I/FSS & AS <b>Degree:</b> Certificate-Geographic Information Systems <b>Institution:</b> California State University, Fullerton <b>Date of Graduation:</b> May 27, 2019	<b>MELANIE RAWLINS</b> , Eligibility Supervisor/AP <b>Degree:</b> Master of Arts-Management <b>Institution:</b> University of Redlands <b>Date of Graduation:</b> June 22, 2019
<b>MARY MIALMA CANTORAN</b> , Senior Social Services Supervisor/Admin <b>Degree:</b> Master of Public Administration <b>Institution:</b> Arkansas State University <b>Date of Graduation:</b> May 11, 2019	<b>DANIELLE REDD</b> , Eligibility Technician/AP <b>Degree:</b> Associate of Arts-Liberal Arts (Emphasis in Social & Behavioral Sciences) <b>Institution:</b> Cypress College <b>Date of Graduation:</b> July 1, 2018
<b>JUAN CONTRERAS</b> , Social Services Supervisor I/Admin <b>Degree:</b> Bachelor of Arts-Psychology <b>Institution:</b> California State University, Long Beach <b>Date of Graduation:</b> May 22, 2019	<b>CAROL SALAZAR</b> , Eligibility Supervisor/FSS & AS <b>Degree:</b> Master of Public Administration <b>Institution:</b> California State University, Long Beach <b>Date of Graduation:</b> May 23, 2019
<b>EVELYN CRUZ</b> , Administrative Manager I/FSS & AS <b>Degree:</b> Master of Arts-Psychology (Emphasis in Marriage & Family Therapy) <b>Institution:</b> Brandman University <b>Date of Graduation:</b> May 1, 2019	<b>MARITZA SANDOVAL</b> , Eligibility Technician/AP <b>Degree:</b> Bachelor of Arts-Business Administration (Concentration in Finance) <b>Institution:</b> California State University, Fullerton <b>Date of Graduation:</b> May 18, 2019
<b>ERICA EDWARDS</b> , Senior Social Worker/CFS <b>Degree:</b> Master of Public Administration <b>Institution:</b> California State University, Fullerton <b>Date of Graduation:</b> May 26, 2019	<b>YENI VILLA</b> , Social Services Supervisor I/FSS & AS <b>Degree:</b> Master of Public Administration <b>Institution:</b> California State University, Long Beach <b>Date of Graduation:</b> May 23, 2019
<b>KAREN KA YIN FUNG</b> , Social Worker II/FSS & AS <b>Degree:</b> Master of Social Work <b>Institution:</b> California State University, Fullerton <b>Date of Graduation:</b> May 19, 2019	<b>ANGELA VOLPE</b> , Senior Social Worker/CFS <b>Degree:</b> Doctor of Social Work <b>Institution:</b> St. Catherine University - University of St. Thomas <b>Date of Graduation:</b> May 25, 2019
<b>JAVIER GUERRERO</b> , Senior Social Services Supervisor/CFS <b>Degree:</b> Master of Public Administration <b>Institution:</b> Arkansas State University <b>Date of Graduation:</b> May 11, 2019	<b>RICHARD WARRINER</b> , Employment & Eligibility Specialist/FSS & AS <b>Degree:</b> Master of Social Work <b>Institution:</b> California State University, Long Beach <b>Date of Graduation:</b> May 22, 2019
<b>MICHELLE M. MORALES</b> , Eligibility Technician/AP <b>Degree:</b> Bachelor of Science-Human Services <b>Institution:</b> California State University, Fullerton <b>Date of Graduation:</b> August 1, 2018	<b>ANN WILLIAMS</b> , Eligibility Technician/Admin <b>Degree:</b> Master of Public Administration <b>Institution:</b> University of La Verne <b>Date of Graduation:</b> June 1, 2019

# THE NEW CALSAWS WEBPAGE

You can now learn more about CalSAWS (California Statewide Automated Welfare System) by visiting the SSA intranet! Click [HERE](#) to be taken to the new CalSAWS webpage.

## Introducing:



# CalSAWS Webpage

AVAILABLE ON THE SSA INTRANET!

### Current Sections:

**ABOUT:** CalSAWS System Development

**TEAMWORK:** Information about Committees

**COMMUNICATION:** Articles, videos, meeting info, etc.

**TRAINING:** Preview of the CalSAWS System

**SUPPORT:** Contact the CalSAWS Team and Self-Care

*Check often for news, updates and progress towards implementation!*

# BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

## Sheri McCluskey, Senior Social Worker (SSW)/Children and Family Services

SSW Sheri McCluskey recently received the following words of gratitude from a detective from the City of Riverside Police Department:

*"In mid-June, I received a multi-jurisdictional request from the OC Sheriff regarding the report of suspected abuse and was put in direct contact with Mrs. Sheri McCluskey. When it came time to conduct a forensic interview with the involved children, Sheri offered me the use of CAST. The CAST facility is immaculate and the staff there are knowledgeable, clearly well-trained, professional and overwhelmingly helpful. Sheri gave me a tour of the grounds and explained the capabilities you have there. Throughout this investigation, Sheri has been transparent, helpful and extremely accommodating. This includes her allowing me to use the CAST facility, being responsive to my investigative needs and her willingness to come to Riverside to participate in a joint interview with the involved foster parents.*



*As a child abuse detective, Sheri's professionalism and competency have been godsend. Moreover, as an Orange County resident myself, Sheri's distinct love for what she does, refined knowledge and skillset, and dedication to the children are extremely comforting. Thank you again for a delightful experience and I look forward to working with CFS again."*

## Renee Payne, Eligibility Technician (ET)/Family Self-Sufficiency & Adult Services

ET Renee Payne of the Foster Care Adoption Program recently received the following words of gratitude from an adoption parent:

*"Thank you Ms. Payne for your extremely fast response to my phone call this afternoon and, once again-thank you for your kindness over the years. It's rare to find someone with so much compassion and understanding anymore. It makes things almost bearable when I'm struggling with so much on my end."*



## Rosalie Gibbons, Senior Social Services Supervisor (SSSS)/Agency Administration

Training and Career Development (TCD) recently presented SSSS Rosalie Gibbons with their Total Customer Dedication Award and notable title of "Employee of the Quarter." She received the following comment from her peers:

*"You can see how Rose enjoys her work. She is always gracious, polite, and professional. She is a joy to have in the office."*



## Richard Le, Senior Accounting Assistant (SAA)/Family Self-Sufficiency & Adult Services

SAA Richard Le of the In-Home Supportive Services (IHSS) Accounting Unit was presented with Adult Services' "You Rock Award" for the month of July 2019. The following words of recognition were shared about Richard by Dina Bagues, Administration Manager I:

*"Richard welcomes any new projects and unexpected assignments with grace, enthusiasm and great confidence that they are achievable. This was evident when Richard recently fulfilled his "acting supervisor" role during my absence and during the Accounting Office Supervisor II vacancy. Richard stepped up to the challenge by continuing to lead a productive IHSS Accounting Team, while also completing his responsibilities. He is not reluctant in dealing with intricate situations involving unusual court-ordered payments or high-profile clients/providers. In fact, he even planned it so well in advance as to notify and ensure such challenging clients/providers are "at ease" prior to his vacations so unnecessary calls do not escalate to our managers, other staff members or myself. We are sure that many other staff will agree that Richard always "thinks outside the box" and thoroughly analyzes all actions and outcomes with many innovative ideas and suggestions. Staff have continued to share with me that they can always go to Richard for questions and he always positively responds without making them feel intimidated. Richard, you are our unit's solid rock and my lifesaver! Your dedication to this program is invaluable and you represent our agency's core values of "teamwork," "compassion," "integrity" and so much more to list here with much "thoroughness." Thank you for a job always well done, Richard!"*



# BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION



## Elizabeth Hutchinson Cervantes, Senior Social Worker (SSW)/Children and Family Services

SSW Elizabeth Hutchinson Cervantes recently received the following words of recognition and gratitude from a client:

*"I am writing this regarding my in-home training with Elizabeth. She went so above and beyond and was so patient, loving and caring. She gave me advice and tools to help me better our family and adjust to fostering. I truly hope she gets the recognition she deserves! I am so thankful that she has come into our lives and is helping. Thank you truly for listening."*

## Cheryl Smyth, Administrative Manager I (AMI)/Agency Administration

AMI Cheryl Smyth recently received the following words of gratitude from Senior Social Worker Kimberly Schneider of CFS:

*"I work with our human trafficking population in SSA and I had a minor who was in serious danger from a very violent pimp. Not only was Cheryl very responsive from the moment I made contact with her on the phone, but despite not knowing the answer to my question, she offered to look into it and get me an answer. Then she went above that and not only provided me with the answer, but helped navigate me through the process. She even stayed past her work hours to see that it was completed before she left for the night. As if that wasn't enough, she answered an email I sent her later that night (way after hours) when we encountered a complication. She followed up on the problem the first thing the next morning and made sure there were no further complications. Because of her help, her quick response and her determined effort, we were able to locate the minor. I just want to shout out "THANK YOU" to Cheryl!"*



## Monica Liu, Social Worker II (SWII)/Family Self-Sufficiency & Adult Services

SWII Monica Liu recently received a letter from a client who expressed the following words:

*"I would like to reflect on how remarkable Monica has been in assisting me. In the world of IHSS, and anything that has to do with County assistance, I have to be completely vulnerable and say that I'm ridiculously intimidated and I get overwhelmed. Monica has done nothing but been patient with me and taking the time to explain step-by-step what is going to work best for my mother and myself. There is no question that she is an asset to the County and, more so, mankind. She deserves every accolade that could possibly be given as people like her are very rare if not almost impossible to find!"*

## Eileen Deluca, Information Processing Technician (IPT)/Children and Family Services

IPT Eileen Deluca was recognized as CFS Employee of the Month for June 2019. The following words of recognition were shared about Eileen:

- "Her focus on SSA's goal of customer service is always providing workers and their clients with quality assistance, wanting to help by making sure everything is completed in a timely manner."*
- "She is the "Go to Person" for many, even if she is not in their unit, and she is always willing to help and go beyond her duties to find the answers."*
- "I believe Eileen shines for her teamwork, her integrity and her standard of excellence to see a job well done."*
- "She is always willing to answer questions, teach and step in when needed. She is very knowledgeable and is willing to share that knowledge!"*
- "Consistently, Eileen takes the time to make certain the job she does is complete and accurate."*
- "Eileen has always proven to be a team player in CFS."*
- "Whenever I have had to ask Eileen to complete a task or make a correction, she has always maintained a terrific attitude and completed the work quickly and accurately. She is a joy to work with."*



# BEYOND THE CALL: EXCEPTIONAL SERVICE IN ACTION

## The FSS Quality Assurance and Support Team (QAST)/Family Self-Sufficiency & Adult Services

Social Services Supervisor I's (SSSIs) Enrique Frias, Ana Arevalo, Leticia Lopez, Noemi Dagio and Kristy Barnett of the FSS QAST received the following words of gratitude and recognition from various managers for their recent support on the Mock Management Evaluation (ME) to the CalWORKS regional offices:



- *"Just wanted to let you know that they did an excellent job today. They were very courteous and provided us with some pretty useful/helpful suggestions that we plan to explore more at our region. This was a new experience for most of us yesterday, but I think it went pretty smoothly! Thank you to the Mock ME team (and everyone else who participated) for the teamwork and insightful tips/findings. We appreciate all the feedback. They are welcome back any time."*
- *"Thank you again for all your feedback at our Mock ME yesterday at Moulton. It was really nice to meet you and I really appreciate how positive you are and how you made our staff feel very comfortable with the process."*
- *"We appreciate you coming out to East to help us prepare for the Mock ME."*
- *"Nice job! Keep up the good work you are doing and moving things forward!"*

## SSA PROMOTIONS

EMPLOYEE NAME	CLASSIFICATION	DIVISION
ALONSO, ROSIO Y	SOCIAL SERVICES SUPERVISOR II	ASSISTANCE PROGRAMS
ARDELEANU, DANA C	ADMINISTRATIVE MANAGER II	ASSISTANCE PROGRAMS
BASHAM, MATTHEW CHARLES	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
BECKEL, MARTHA V	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
BRIONES-PARRA, CHRISTINA M	SENIOR SOCIAL WORKER	CHILDREN & FAMILY SERVICES
CABRERA, PERLA CARMIN	SOCIAL SERVICES SUPERVISOR I	AGENCY ADMINISTRATION
CHAFFEE, ROBERT NEAL	ELIGIBILITY SUPERVISOR	ASSISTANCE PROGRAMS
DELGADO, JESSICA	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
ESPARZA, MARCOS A	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
ESQUEDA, JONATHAN	ELIGIBILITY TECHNICIAN	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
FLORES TAPIA, CARLA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
FOROTAN, GLORIA	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
GARCIA, SUSANA MONTES	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
GUILLEN, GIOVANNI SEBASTIAN	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
KONG, BONASY	ADMINISTRATIVE MANAGER I	ASSISTANCE PROGRAMS
LE, TIFFANY T	SENIOR SOCIAL WORKER	CHILDREN & FAMILY SERVICES
MONJARAZ, JESUS MANUEL	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
MOTA, CYNTHIA ALVARADO	ELIGIBILITY TECHNICIAN	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
PARK, JOCELYN HEE JUNG	EMPLOYMENT AND ELIGIBILITY SPECIALIST	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
RAYGOZA BARRON, ROCIO VANESSA	ELIGIBILITY TECHNICIAN	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
RIADIGOS, GRACIELA M	SOCIAL SERVICES SUPERVISOR I	FAMILY SELF-SUFFICIENCY & ADULT SERVICES
ROMAN, CHRIS	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
SAYUR, ELIZABETH	ELIGIBILITY TECHNICIAN	ASSISTANCE PROGRAMS
VALLE, MANUEL ALEJANDRO	GROUP COUNSELOR II	CHILDREN & FAMILY SERVICES
VU, DIEN KIM	SENIOR SOCIAL WORKER	CHILDREN & FAMILY SERVICES

# SSA TODAY QUIZ



Congratulations to **Diane Burkhardt**, who was selected as the winner of April's SSA Today Quiz on National County Government Month! Diane answered all five questions correctly and received some SSA/County souvenirs for her participation.

Have you taken last month's quiz on OC beaches and harbors? There's still time! To take the quiz, click [HERE](#).

## SSA ANNUAL REPORT

The SSA Annual Report for FY 2018-19 is currently in development!

SSA has the responsibility of serving our community's most vulnerable and, last year, we served over one in four Orange County residents. The [Annual Report](#) highlights our agency's accomplishments and initiatives, as well as shares data on the impact our services have within the community. We want to hear from you about the ways we can make the upcoming product more relevant and engaging for all members of the community. What would you like to see included in this year's edition? Please send your ideas to [ssacomm@ssa.ocgov.com](mailto:ssacomm@ssa.ocgov.com). Thanks!



## 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:

### AUGUST 2019



Location	Date	Time
<b>Garden Grove Regional Center (GGRC)</b> 12912 Brookhurst Street, Garden Grove Conference Room 2100 (2nd Floor)	8/14/19	9:00-10:00 AM

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