



# SSA TODAY

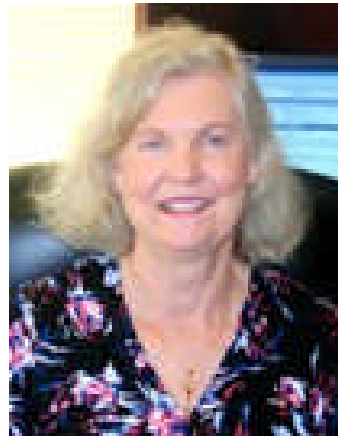
July 2010

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## Director's Corner

By Ingrid Harita, Director

This July is my 27<sup>th</sup> anniversary with the County of Orange Social Services Agency (SSA), and being selected to serve as SSA Director five years ago was an honor. As many of you already know, I have made the decision to retire at the end of July. As I leave SSA, I want to send a message of thanks to all the SSA employees for the hard work and dedication that you demonstrate as you provide protec-

tive social services and benefits to Orange County's most vulnerable residents. During my tenure at SSA, it has been my privilege to serve alongside a cadre of committed professionals who are dedicated to providing quality services and accurate and timely benefits to the County's most needy families.

I have spent over half of my working life at SSA, I know I will miss the county employees that I have worked alongside.

My best wishes to each of you at SSA as you continue to serve Orange County and meet the challenges ahead.

Thank you.

I began my career in public service in 1968, as a social worker for the provincial government of Alberta, Canada, and after 42 years I look forward to new challenges and opportunities as a retiree. My time with SSA has been both rewarding and challenging and, as



**“Save the Date!”  
SSA’s Director, Ingrid Harita is Retiring!**  
By Mona Gustafson, Administrative Manager I

After 27 years with the Social Services Agency, Ingrid Harita has decided to retire and spend more time with her family. Mark your calendar for July 29, 2010, 4:00 p.m. – 7:00 p.m. and look for more celebration event information forthcoming. ■



## The Orange County Fair

By Mona Gustafson, Administrative Manager I

The Orange County Fair is coming to town! This year's theme, "The Beat Goes On," highlights the great fair experience in Orange County, and celebrates our Fair's 120<sup>th</sup> anniversary with a special exhibit that pays homage to our Fairs of the past. This decade-by-decade look at the County's beloved tradition will feature memorabilia, photographs and other items from the Fair's long history. SSA will participate by means of a Kiosk containing outreach and informational pamphlets on a variety of programs we offer County residents.

Come join the fun at the County's ultimate summer event, July 16 – August 15, 2010, and help celebrate our community, our heritage, and a vision for the future. And remember... the beat goes on! For additional information, please visit the Orange County Fair's website at [OC Fair & Event Center](#).

OC Fair hours, July 16—August 15, 2010  
 Wednesday - Friday: Noon – midnight  
 Saturday & Sunday: 10 am – midnight  
 Closed Mondays & Tuesday ■



## SSA Help Desks

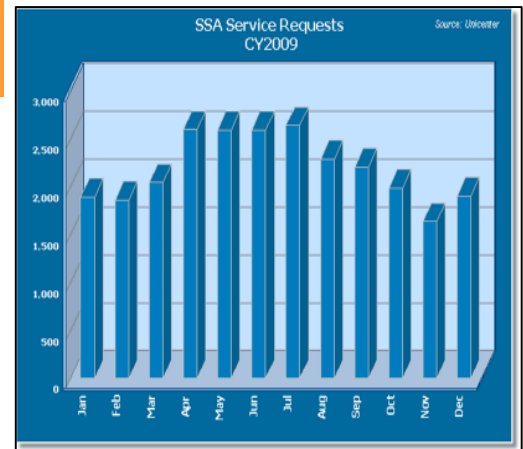
By Donovan Bayron

In 2009, our Help Desk teams – *SSA Help Desk, CFS Help Desk, and CalWIN Support* – recorded over 26,000 service requests. These requests ranged from user account set-up, password resets, and application support, to hardware upgrades, network support, and systems' troubleshooting.

There were likely hundreds of other

unrecorded requests such as "How To" inquiries that were managed by functional specialists out in the field, or handled over the phone.

Each customer contact provides Help Desk staff the opportunity to ask better questions and provide better service. Thank you for working together to address challenges and develop solutions! ■



## Promise to Prepare

By Kevin Bigelow, Administrative Manager I

"We know that the next emergency is coming. We just don't know when or what kind it will be." Are YOU prepared? The Santiago and Yorba Linda fires, the Laguna Beach landslides, and the ever-present California earthquakes remind us that our county continuously faces emergency situations.

Why should you prepare for emergencies before they happen? Because being prepared before a disaster strikes will help to keep you and your family safer when disasters occur.

Most Orange County residents are aware that they need to prepare in advance for a disaster, but almost everyone admits that they have not done so. That is why the ReadyOC emergency preparedness campaign is challenging OC to achieve at least 32,000 **Promises to Prepare in 2010** from individuals who live, work, or go to school in OC.

How do you prepare? It's easy! Take the first step today by making a promise to get or refresh an emergency kit, make or update an emergency plan, or volunteer. When you **Promise to Prepare**, you'll see resources like downloadable kit checklists to help you take action immediately -- you can even enter for a chance to win a prize!

Join the growing number of residents who are promising to prepare and learn more about ReadyOC's **Promise to Prepare**, simply click the link provided: <http://www.readyoc.org/promisetoprep/prepare/index.html>. We know that the next emergency is coming. We just don't know when or what kind it will be. Promise to Prepare today! ■

Health Expo a Success!  
By Stacy Dyer, Administrative Manager I

SSA was pleased to participate in Supervisor Janet Nguyen's Health Expo on Saturday, May 8, 2010, at Coastline Community College in Garden Grove. The event drew over 2,000 community residents and their families seeking free medical care, vision screenings and eye glasses, and other health screenings, such as blood pressure screening, cholesterol testing, diabetes screening, and stroke screening.

Many human services agencies were also on hand to provide information and assistance regarding low-income housing, reducing utility bills, services for the elderly, food stamps, Medi-Cal, and other social services. SSA staff were very busy during the event as they helped begin the application process for 63 applicants and saw over 200 individuals and families who visited our booth. Many thanks to Alisa Bueno, Stan Gathers, Janie Gonzales, Jessica Ha, Ted Lin, Hung Nguyen, Van Nguyen, Antonia Toledo, Thanh Tran, and Diana Wittkamm for making this such a successful event! ■



MERV was used at the Health Expo

Thank-You Facilities Team!

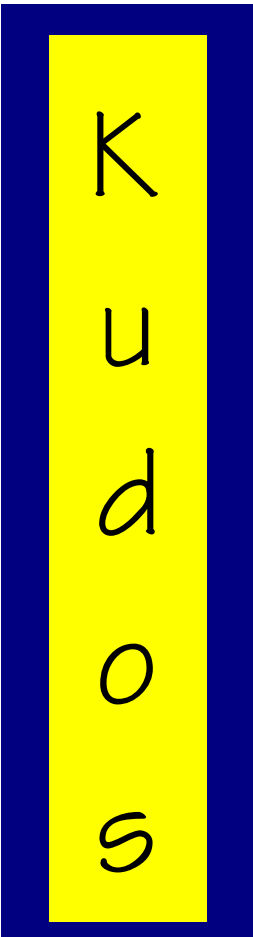
Mahdere Negash, RN, PHN, Program Manager, Specialized Public Health Nursing, Orange County Health Care Agency recently wrote:

*I would like to express my sincere appreciation for the outstanding job Pete Luna and his SSA Facilities Team...did to move our staff from 744 N. Eckhoff to 800 N. Eckhoff Street. Although we were a small part of a large move, they gave us equal priority when coordinating all the technical and moving requirements, which included an extensive amount of coordination with the HCA IT Staff. They addressed every request or concern immediately, and monitored every detail to completion.*

*The entire project was executed with the utmost professionalism, technical skill, and courtesy. It is a pleasure to work with your staff. ■*



Back row, left-to-right: Sean Ly, Ira Ford, Britt Hendrickson, Albert Garza, Daniel Nieblas, and Chris Hanson.  
Front row, left-to-right: Vera Perez, Pete Luna, and Sylvia Chen.



## SSA Systems Support

By Donovan Bayron

**CalWIN** is an integrated on-line, real-time automated system with 26 subsystems that support eligibility and benefits determination, client correspondence, management reports, interfaces and case management for public assistance programs.

**Systems Support Teams (SST)** provides local support for the CalWIN system and its 3,100 users. SST is comprised of four Service Teams: *User Support*; *Release Management*; *Communications Management*; and *Client Server Support*. Our expanding, flexible support role includes, but is not limited to:

### User Support Service

- Issue Management [analysis, escalation, resolution, testing]
- Post-Release Deployment
- MEDS Coordination and MEDS Issue Management
- Partnerships [requests fulfillment, Resource Guide, training materials, system testing, business process development, quality assurance]

### Release Management Service

- Change Management [Major Release, Minor Release, and Monthly Maintenance Release system changes]



Left to right: Jim Edie, Pam Miller, Dianne Didio, Patty Zamarripa & Sumit Sapra.

- Project Management [planning, coordinating, and managing resources for each Release]
- Software Documentation [user documentation of system changes, BENDS]
- Infrastructure [Provider and Reference tables, Security Administration, User Accounts]
- Batch Processes and Schedule Calendar

### Communications Management Service

- Incident Management [alerts, notifications, outages]
- Transition Management [Release support, liaison support, advocacy]
- Client Correspondence maintenance

### Client Server Support Service

- Security Administration [MEDS, EBT, DMV, OnBase, GUARD, and CalWIN]

- Data Management [IEVS, MEDS, Auditor-Controller, SACS, WDTIP]
- Manage Client Server processes [EFT, daily/monthly CAPS+, EDD, 1099]
- Manage mainframe processes [VACS collection statements and address correction]
- Manage COBOL programs and scripts
- Manage Legacy Purge Process Data analysis, data support, decision support, and ad-hoc reporting

In Systems Support, change is constant. Every system Release impacts a field, a window, a business process, a program requirement, an interface, a report, and more importantly, **our users**. Consequently, we endeavor to learn from each customer, and strive toward continual service improvement. To schedule a tour of SST, email us at [CalWINUserSupport@ssa.ocgov.com](mailto:CalWINUserSupport@ssa.ocgov.com). ■

## World Elder Abuse Awareness Day

By Carol Mitchell, Program Manager II



The first World Elder Abuse Awareness Day was held in 2006 and involved several hundred organizations and governmental bodies at the international, national, regional, local, community and neighborhood levels on every continent of the world. The day was established in support of the United Nations International Plan of Action, which recognizes the significance of elder abuse as a public health and human rights issue.

The fifth World Elder Abuse Awareness Day was recently held on June 15th. Orange County recognized the occasion at the Anaheim Family Justice Center (AFJC), where people from Washington, D.C., including Associate Attorney General Thomas Perelli and Federal Department of Justice Judge Susan Carbon, head of the Violence Against Women's Office, gathered to tour the facility. The group also held a "listening session" with an elder women's support group and a press conference. The purpose of the event was to highlight the increasing incidences of elder abuse, neglect, and exploitation, and to raise awareness regarding local, statewide and national responses to the problem.

Over the last ten years, Orange County has seen a 53% increase in elder abuse reporting. If you suspect elder or dependent adult abuse, please call the Adult Protective Services (APS) Registry at 1-800-451-5155. ■

## In-Home Supportive Services (IHSS) Provider Enrollment Mandate

By Jane Dong, Administrative Manager I

**IHSS** programs throughout California were mandated by the California Department of Social Services to enroll their current IHSS care providers by June 30, 2010. The Social Services Agency IHSS has approximately 16,000 Care Providers. Adult Services staff have been working diligently to fulfill this State mandate.

Persons providing IHSS services prior to November 1, 2009 are required to:

- Be fingerprinted and go through a California Department of Justice criminal background check.
- Go to an IHSS provider orientation.
- Sign an IHSS Program Provider Enrollment Agreement (SOC 846).

If you would like more information about IHSS Provider Enrollment, please visit [http://www.ocgov.com/publicauth/provider\\_orientation.asp](http://www.ocgov.com/publicauth/provider_orientation.asp) or contact the IHSS Program at (714) 825-3000. ■



Kim-Don Nguyen, IHSS SSSI, (wearing purple) & Julie Loats, IHSS Program Manager (wearing white)



**ALL IHSS Care Providers  
were required to be enrolled  
by June 30, 2010!**





Pictured, left-to-right: Mallory Vega, Executive Director of Acacia Adult Day Services; SSW Kim Pham; and Senator Lou Correa.

*Congratulations!*

**Kim T. Pham, Senior Social Worker  
Adult Services/Program Support**

Kim Pham received a congratulatory letter from State Senator Lou Correa stating that she had been selected as one of his *2010 Seniors Making a Difference Award* recipients. Kim attended a celebration in the 34th District on May 14, 2010, to honor distinguished seniors who have shown extraordinary dedication and contribution to the Orange County community.

Kim was recognized by Senator Correa for her volunteer work with the Orange County Caregiver Resource Center, a program of St. Jude Medical Centers. Congratulations Kim! ■



Kudos

**Michelle Nguyen, Senior Social Worker, Adult Services**

Dina Bagues, Senior Social Services Supervisor, received the following note expressing appreciation for the work of Adult Services Senior Social Worker Michelle Nguyen:

*I would like to send a little thank-you note to one of your social workers, Michelle Nguyen, to express how much I appreciated her team-effort/collaborative work on Saturday, April 24, 2010.*

*During this visit with the family, Michelle dealt with the family in a firm but professional manner. With vast knowledge and skill, Michelle was able to take charge of the situation and de-escalate the heated verbal arguments between the alleged abuser and the elder adult, approaching a family solution, at the same time offering a protective plan for the elder adult.*

*During the collaborative work/consultation with other agency representatives (Anaheim Police Officers), Michelle was very tactful and professional while trying to resolve different opinions and disagreements.*

*My experience working with Michelle in this collaboration was ample. I would like to take this opportunity to thank Michelle for her professionalism, enthusiasm, and team effort to carry her mission of serving the families in need. I am looking forward to collaborating with her again, if possible.*

*Signed, Larry Danlinhton, SSW  
SSA/CFS ER Intake ■*

## Program Staff in the Adult Services & Assistance Program (ASAP)

By Michael Ueda, ASAP Program & Thanh Trahn, Administrative Manager I



Left-to-right: Raymond Nguyen, Wendy Riola, Debbie Lockett, Mike Garcia, Michael Ueda, David Guevara, Connie Gonzalez, Barbara Robinson, Maria Hernandez & Andrew Mawson.

The role of ASAP Program (“Program”) staff is essential to the accurate and timely administration of the Medi-Cal, Food Stamps, Foster Care and General Relief programs. Located in Santa Ana at the SSA Administration building at 888 N. Main St., Program is comprised of 19 dedicated staff members who:

- Respond to questions and inquiries from regional staff, the general public, elected officials and other agencies.
- Analyze and interpret State and Federal regulations for Medi-Cal, Food Stamps, Foster Care and General Relief.
- Create worker tools and other materials to facilitate timely implementation and compliance with government program mandates.
- Review materials from Training and Career Development to ensure program compliance.
- Partner with regional staff to implement Federal

and State regulatory changes, to minimize errors and ensure compliance with Performance Standards to avoid fiscal sanctions.

- Attend Regional program meetings to provide support to line staff.
- Work closely with other SSA divisions to ensure CalWIN functionality supports the Assistance Programs.
- Collaborate with the State and other County partners to implement mandates and provide optimum medical and nutritional services to residents of Orange County.
- Collaborate with the Children’s Health Initiative of Orange County, Certified Application Assistants (CAA), Foster Care Advisory Board, and other community organizations to facilitate outreach efforts.

Through teamwork and commitment, ASAP Program continues to provide optimum service to those it serves. ■

## ASAP Service Center

By Maureen Erickson, ASAP Operations

In February, Assistance Programs reconvened the plan-planning processes to implement a Service Center model for the Medi-Cal and Non-Assistance Food Stamps (NAFS) programs. The Service Center model divides workers into two functions: Call Agents, who handle all incoming continuing calls; and Case Maintenance workers, who share responsibility for processing all of the casework involved in maintaining Medi-Cal and NAFS continuing cases.

During April, the Service Center Project team presented informational overviews about this new model to each regional office. In recent weeks, several Business Process committees have begun meeting on a regular basis to put forward recommendations for the Service Center's future design.

Some key decisions to date include a phased-in approach. Phase I is targeted to be phased-in during October 2010 and is scheduled to include SARC Medi-Cal and NAFS continuing units comprised of Call Agents and Case Maintenance workers. A Phase II launch is scheduled for February 2011. Intake functions and responsibilities will remain unchanged and all regional offices will retain their current Intake sections. Orange County will be the 12<sup>th</sup> CalWIN-county to implement a Service Center model. We’re looking forward to this new and exciting opportunity! ■

Jaime Tucker, ET

Two clients wrote to express appreciation for Jaime Tucker's work.

The first client wrote:

*Thank-you for taking all the time you did when we met to relieve my fears and get coverage for my daughter. You have been one of the nicest "government" persons to interact with. Your kindness is truly appreciated.*

The second client wrote:

*Just a sweet short note to say thanks for your help, quick service, and making it easy for me, especially since the day we saw you in your office was my first day out and I was nervous because of the baby. You saw us in a quick nice manner that I really appreciated. ■*

Victor Cortez, SWII, & Gabiola Navarro, SWII

*I just returned from an El Sol Cabinet meeting, during which both of you were mentioned several times. I received nothing but positive feedback from both Marshall Kaplan and the staff at El Sol about the wonderful work you are doing at the school. I heard words such as wonderful, caring, knowledgeable, committed and making a difference to describe your efforts. (An email from Debra Furtado, Administrative Manager II, ASAP Operations, sent on behalf of Marshall Kaplan and the staff at El Sol Family & Children Learning Center.) ■*

Farzaneh Zanjani, ET

Farzaneh Zanjani also received thank-you notes from two clients.

The first client wrote:

*I just want to take a moment to thank you for your kindness and consideration on the matter of our application for Food Stamps and Medi-Cal. I am sure you have a very heavy work schedule and yet you took time with us and you were warm-hearted with us and that meant a great deal to me and my wife. We are fortunate to have people like you managing the programs that are so important to those in need of Social Services.*

The second client wrote:

*I wanted to send a personal Thank-You for working on my file so promptly and for your professionalism. I really needed the Medi-Cal and you getting it to me so quickly was above and beyond anyone else I've ever worked with for these types of services. Thank-you! ■*



Kudos

Tom Manokoune, EES

A General Relief client wrote:

*I wanted to take this opportunity to inform you of the outstanding customer service received from your employee Thomas Manokoune. Thomas has been a great help assisting me with my General Relief Benefits and paperwork. I was very impressed with the very detailed information he provided during our job club workshop. With all the paperwork and appointments I need to keep, Tom was right there to provide detailed information and addressed every question I posed. While it is very apparent that Tom takes his job seriously and he is committed to providing the highest level of customer satisfactions possible, I can't say thank you enough for going the extra mile to ensure that my case and every other client's case is handled promptly and professionally. Thanks again for your loyal support along the way. ■*

## Thirteenth Annual Foster, Adoptive, & Kinship Families Conference

By Roylyn Burton, Community Program Specialist, CFS, The TEAM



On Saturday, May 1st, 284 foster, adoptive and relative caregivers enjoyed a day of learning and fellowship during the Thirteenth Annual Foster, Adoptive and Kinship Families Conference, "Home is Where Your Story Starts," held at Knott Avenue Christian Church in Anaheim. The event was made possible through the generous partnership between Saddleback College's Foster and Kinship Care Education Program and Orange County Health Care Agency (HCA).

The conference offered foster parents the opportunity to complete their required 8 hours of annual training, and adoptive and kinship families to expand and strengthen their knowledge on a variety of issues faced by families caring for dependent children. Caregivers listened attentively to the morning keynote speaker, Dedria Brunett, as she shared her story of living in a shelter for children who had been abandoned and abused, and being shuffled through foster homes before being adopted. Dedria is the reigning Miss Teen California International 2010 and uses her role to create awareness about the need for foster and adoptive parents. Ms. Brunett also shares the message of the organization she created, Luggage of Love, which was born out of her memories at the horror she felt as her personal belongings were stuffed into a garbage bag each time she moved because she did not have any luggage. Dedria's mission is to eventually provide every child in care across the nation with a new suitcase.

The keynote luncheon speaker, former foster youth Torhon Barnes, shared his story as he recounted how someone believed in him when he didn't believe in himself, and someone trusted him when he couldn't trust anyone, and someone saw his potential where others saw none. Now Barnes is a social work graduate student and works as a peer mentor at Orangewood Children's Foundation. He also contributed to the book, "Teaching Hope," by the Freedom Writer teachers.

The conference showcased 25 workshops in English and Spanish and over 20 community resources. Workshop topics included preventing parent burnout, understanding the traumatized child, identifying resources and support for children in care, and much more.

Many thanks are extended to the conference planning committee and Saddleback College and HCA, whose financial support enabled Social Services to give caregivers a day of learning that will benefit the children in their care. ■

### Post Adoption Inquiries - Did You Know?

By Joe Killingbeck, SSSI, CFS Adoption Division

OC Adoptions has been providing adoption services to the community for 43 years. Adoption files are kept indefinitely and our Agency is responsible for maintaining this vast number of files. SSA is proud to be one of the few California counties to offer online access for requests for post adoption information through the OC4Kids website.

Requests for information from closed files come from adoptees, birth parents, adopted siblings, and adoptive parents seeking information, ranging from medical and background information to inquiries about possible contact with siblings and birth families. These highly sensitive, confidential requests are answered by our Post Adoptive Inquiry (PAI) unit, which includes 4 social workers and a small clerical contingent. Nearly 300 requests for post adoption information are processed each year by these dedicated individuals!

OC4Kids (<http://www.oc4kids.com>), the SSA's website for information about foster care and adoption, makes the inquiry process user-friendly by offering post adoption inquirers applicable links to adoption information. Other relevant information regarding the adoption process is also available on the OC4Kids website. ■



Left-to-right: Chau Hong, Liz Mayfield, Joe Killingbeck, Marcia Ruth & Nancy Vuong

Children at Orangewood Children & Family Center Learn About  
Cinco de Mayo  
By Frank Zuniga, MPA, SSW



SSWF Co-Chair Chris Hanson & SSA  
Director Ingrid Harita



Standing: Abel Esquivel, Chris Hanson, Juan Herrera, Tom Dickson,  
Gina Davis, Brian Satterfield, Erica Ramirez & Adrian Santillan.  
Seated: Vera Perez, Patty Nichols-Prell.

On May 5, 2010, Orangewood Children & Family Center (OCFC), LA CASA and the Spanish Speaking Workers' Forum (SSWF) held an educational day of fun and learning as they celebrated Cinco de Mayo at OCFC. Children enjoyed learning about the significance of the celebration by participating in a bilingual recital on the history of Cinco de Mayo. The event also featured delicious Mexican food, which was prepared by OCFC's very own kitchen staff, and Aztec dance performers. Additionally, SSA Director Ingrid Harita was acknowledged for her constant support of the SSWF. Thanks to all who participated in this wonderful learning opportunity for the children and staff at OCFC, with a special thanks to LA CASA, whose generous donation helped make this event possible! ■

Kudos

**A Feat of Hard Work & Teamwork!**  
By Danny Gomez, OSC, Adoptions

Over 20,000 Adoption files recently had to be moved to the SSA Warehouse to accommodate SSA employees who were recently relocated to the Eckhoff location. This was no easy task! Each file was boxed, inventoried, and shipped to the warehouse, a process that took three weeks to successfully complete. I would like to personally commend each of the employees who participated for their selfless devotion while completing this tremendous task. This was definitely teamwork at its best! ■



Front Row (left to right): Danny Gomez, OSC; Peter Tran, IPT; David Windsor, IPT; Wellrosa Keo, IPT; Susie Gray, IPT; Mireya Serrano, IPT; Karen Ortega, IPT; Renee Beltran, SOS; Duke Trinh. Back Row (left to right): Albert Garza, Mover; Christopher Catalan, OT; Fernando Arteaga, Mover-EH; Andres Torres, IPT; Richard Trujillo, IPT.

Masters of Social Work Interns

By Jane Collier, MSW, CFS Intern Coordinator

Children and Family Services (CFS) continues to provide student internship opportunities for Social Work interns with great success. During the 2009-2010 Academic Year, CFS benefitted from the assistance of 23 Masters of Social Work (MSW) interns representing 6 Universities.

Interns are matched with Senior Social Workers (SSW) and Supervisors who hold Masters of Social Work degrees. Other SSW's often volunteer as Preceptors (teachers) and provide much of the day-to-day training and supervision.

Interns enjoyed a variety of opportunities to learn about CFS and Public Child Welfare. Training was provided by Training and Career Development staff and the Child Abuse Services Team, among others.



Left to right: Matt Fraley, CSUF; Junko Tominaga, CSUF; Kristen Pass, CSUF; Martha Hughes, Field Instructor, Jessica Sanchez, CSUF, Melissa Obregon, CSUF & Robert Dominguez, CSULB.

The MSW interns were placed in 11 programs within CFS and provided over 14,000 hours of service to the Agency and our clients. Interns provided services such as in-home support to caregivers, counseling, parent education, and referrals to community resources. Interns provide the Agency with a pool of educated and trained social workers, thus maintaining an educated workforce to serve Orange County residents for many years to come. ■



Julie Sea, SSW, MTS



The CASA assigned to one of the teens on SSW Julie Sea's caseload was very complimentary of the efforts made on behalf of the youth. In her report to the Court, the CASA wrote:

*"In this report I am purposely taking the opportunity to say to the Court that the involvement and creativity have indeed been provided. And the results, to date, are exemplified in the excellent progress [the teen] has achieved.*



*"A team came together with clarity of purpose and with immediacy, headed by Social Services, the Orangewood childcare staff, the education staff, the MTFC (Multi-Treatment Foster Care) program supervisor, the Access team, therapists, professional education advisors and CASA to assure the immediate critical needs of this child were met.*

*"In my 21 years as a CASA, I have not experienced a more cohesive, responsive and cooperative team than the one assigned to this case, under the leadership of Julie Sea, the social worker." ■*

**What are “Mutual Clients” and the “Linkages Program”?**

By Nancy Davis, Program Manager II, & Stephen Schrieber-Smith, Administrative Manager I



Pictured below, front row, left-to-right: PMII Nancy Davis, CFS; Robin O’Neil, Research; April Celis, Fss CWN; Tamara Higuera, FSS CWE; Chi Lam, HCA BHS; Heather Doan, FSS CWW; Evette Sanchez, FSS CWW; Scott Burdick, CFS; Bob Abair, HRCD; Tiffany Reinoehl, CFS; & David Billhimer, CFS. Back row, left-to-right: PMI, Stephen Schrieber-Smith, FSS; Andrea Lewis, Research; Rudy Banelos, CFS; Maria Alarcon, FSS CWN; Patricia Lee, FSS CWN; Karen Schneider, FSS CWS; Angela Santos, CFS DASU; Leslie Gould, CFS; Kristina Traw, FSS CWN; & Catherine Vallejo, CFS.

Children & Family Services (CFS) and Family Self-Sufficiency (FSS) often serve the same families concurrently. In such cases, the clients are referred to as “Mutual Clients” (MC).

The SSA Business Plan stresses collaboration between CFS and FSS CalWORKs (CW) to maximize resources and coordinate services provided to mutual clients.

“Linkages” is a statewide project to encourage MC intra-agency cooperation with the philosophy that Child Welfare Services should support income maintenance and CalWORKs should support child safety and family well-being.

When CFS and FSS CW develop a joint case plan or coordinate services, the cases are referred to as Linkages cases.

MC cases are identified by CFS and CW screening at intake and through an active MC List maintained on the SSA Portal. Confidential information can be shared between CFS and CW staff as needed to meet the best interest of the family.

MC/Linkages processes ensure that CFS and FSS staff communicate about the MC cases and collaborate to develop a coordinated case plan. The goal of both programs is to ensure family safety and well-being while maintaining CW eligibility and Welfare-To-Work participation.

For more information regarding the Mutual Clients and Linkages Program, please contact Nancy Davis, CFS Program Manager II, at (714-704-8100), or Stephen Schrieber-Smith, FSS Administrative Manager I, at (714-245-6234). ■



**Cuong Le, Social Worker II, Family Self-Sufficiency**

Thu-Ha Tran-Nguyen, Regional Manager, East Region, recently wrote:

*Mr. Cuong—Thank-you so much for your dedication and commitment. As illustrated by emails below from your co-workers, your commitment, selflessness and patience in sharing your knowledge and experience left a tremendous impact and impression on your peers, especially in this difficult*

*time. On behalf of the Admin team, I'd like to thank-you for your effort. ■*



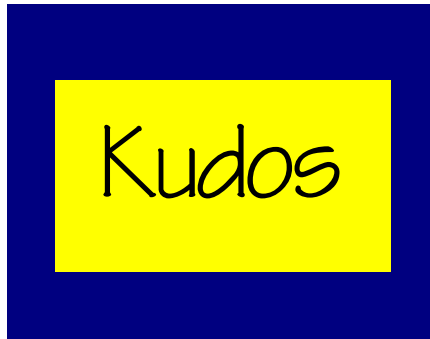
**Rina Martinez, Employment & Eligibility Specialist, CalWORKs East**

Eloisa Marrón, Customer Service Representative, UCI Medical Center, recently wrote:

*I am writing this in regards to worker Rina Martinez and to let you know what an absolute pleasure she has been to work with. She was very helpful, very patient, very courteous and very professional. She seemed to really care that our client's Medi-Cal was processed.*

*I have been an Authorized Representative, on-site at UCI Medical Center, for 11 years, and I have communicated with many workers. Ms. Martinez informed me that she is the Cash Aid worker for our mutual client, but she was still very helpful....Ms. Martinez submitted retro request, gave me worker information, and even called me with an update! She also told me that I could call her back if I needed further information.*

*I just had to share with you that Ms. Martinez went above and beyond what many of the workers I normally deal with do. ■*



**Sandra Duff, Social Worker II  
Family Self-Sufficiency**

Dear Sandie,

*Each year the Women's Division of the Anaheim Chamber of Commerce honors five women for their exemplary community service. Your name was submitted to our awards committee by Vicky Cook and I am pleased and proud to say that you now join over 200 women who have been so honored with the 2010 Annie Anaheim Accolade Award. You have made a difference in the City of Anaheim, your many areas of service to this community have been noticed and our committee and now the members of our organization and past recipients of this award are eagerly anticipating the opportunity to honor you.*

*Once again, please accept our congratulations and appreciation and we look forward to seeing you on April 29th.*

Sincerely,  
Colleen Smagala  
Annie Accolade Chairman ■



Vickie Hay, Coordinator, CalWORKs at Orange Coast College (OCC), wrote: *The CalWORKs program at Orange Coast College is pleased to offer our appreciation to [the following] case managers and on-going services workers who have been recognized by the students at OCC for "going above and beyond." We understand especially during these extremely difficult economic times we are enduring, the importance and value in acknowledging the hard work put forth by the County and contracted employees on behalf of our mutual clients/students.*

- *Lieu-Hue Le*
- *Howard Nguyen*
- *Noemi Kropp*
- *Jim Row*
- *Kim Banfield*
- *Chi Do*
- *Julie Dredge*
- *Cuong Le*
- *Kim McClain*
- *Isaac Neyra*
- *Chau Ta*
- *Jenny Nguyen*
- *Cecilia Tran*
- *Jan Bader*
- *Monica Jimenez*
- *Veronica Perez*
- *Janice Johnson*
- *Markeyshia Johnson*

*The staff, faculty, and students of Orange Coast College are grateful for the cooperative and generous partnership we enjoy with the Orange County Social Services Agency. ■*



**SSA Graduates May 2009-July 2010**

<p><b>Name:</b> Nellie Hernandez  <b>Division:</b> CFS  <b>Institution:</b> CSUF  <b>Degree:</b> MA in Counseling  <b>Graduation Date:</b> May 2009</p>	<p><b>Name:</b> Tynisia Garcia  <b>Division:</b> CFS  <b>Institution:</b> CSULB  <b>Degree:</b> MSW  <b>Graduation Date:</b> May 2009</p>
<p><b>Name:</b> Marco Rodriguez  <b>Division:</b> CFS  <b>Institution:</b> CSUF  <b>Degree:</b> BA in Business Administration  <b>Graduation Date:</b> May 2009</p>	<p><b>Name:</b> Gladys Villalobos  <b>Division:</b> FSS  <b>Institution:</b> Santa Ana College  <b>Degree:</b> Associate's Degree  <b>Graduation Date:</b> June 2009</p>
<p><b>Name:</b> Lilian Le  <b>Division:</b> CFS  <b>Institution:</b> CSUF  <b>Degree:</b> BS in Human Services  <b>Graduation Date:</b> May 2009</p>	<p><b>Name:</b> Carmen Rivas  <b>Division:</b> FSS  <b>Institution:</b> Irvine Valley College  <b>Degree:</b> Associate's Degree in Accounting  <b>Graduation Date:</b> May 2009</p>
<p><b>Name:</b> Maribel Davalos  <b>Division:</b> ASAP  <b>Institution:</b> CSUF  <b>Degree:</b> BS in Human Services  <b>Graduation Date:</b> May 2009</p>	<p><b>Name:</b> Elaine Wilkins  <b>Division:</b> CFS  <b>Institution:</b> USC  <b>Degree:</b> MSW  <b>Graduation Date:</b> May 2009</p>
<p><b>Name:</b> Valerie Gribshaw  <b>Division:</b> FSS  <b>Institution:</b> Keller Graduate School of Management  <b>Degree:</b> MBA  <b>Graduation Date:</b> October 2009</p>	<p><b>Name:</b> Charlene Marquez  <b>Division:</b> FSS  <b>Institution:</b> CSUF  <b>Degree:</b> BS in Human Services  <b>Graduation Date:</b> May 2009</p>
<p><b>Name:</b> Joseph Manea  <b>Division:</b> Admin  <b>Institution:</b> University of Phoenix  <b>Degree:</b> MBA  <b>Graduation Date:</b> July 2009</p>	<p><b>Name:</b> Vanessa Hamlin  <b>Division:</b> ASAP  <b>Institution:</b> CSUF  <b>Degree:</b> BS in Human Services  <b>Graduation Date:</b> May 2009</p>
<p><b>Name:</b> Lynda Bengtsson  <b>Division:</b> Admin  <b>Institution:</b> CSUF &amp; Cypress College  <b>Degree:</b> AA in Computer Programming, AA in General Studies, Computer Forensics Certificate.  <b>Graduation Date:</b> May 2009</p>	<p><b>Name:</b> Victor Pulido  <b>Division:</b> CFS  <b>Institution:</b> CSUF  <b>Degree:</b> BA in Human Services  <b>Graduation Date:</b> May 2009</p>





**SSA Graduates May 2009-July 2010**

<p><b>Name:</b> Robert Byczkowski  <b>Division:</b> CFS  <b>Institution:</b> CSUF  <b>Degree:</b> MA in Counseling  <b>Graduation Date:</b> May 2010</p>	<p><b>Name:</b> Maricela Cortez  <b>Division:</b> ASAP  <b>Institution:</b> Chapman University  <b>Degree:</b> BA Sociology  <b>Graduation Date:</b> May 2010</p>
<p><b>Name:</b> Kim-Hong Le  <b>Division:</b> FSS  <b>Institution:</b> University of Phoenix  <b>Degree:</b> MBA  <b>Graduation Date:</b> October 2009</p>	<p><b>Name:</b> Manuel Roa  <b>Division:</b> FSS  <b>Institution:</b> Chapman University  <b>Degree:</b> MA in Organizational Leadership  <b>Graduation Date:</b> March 2010</p>
<p><b>Name:</b> Mayra Ramirez  <b>Division:</b> ASAP  <b>Institution:</b> CSUF  <b>Degree:</b> BS in Human Services  <b>Graduation Date:</b> May 2010</p>	<p><b>Name:</b> James Czadek  <b>Division:</b> ASAP  <b>Institution:</b> Cypress College  <b>Degree:</b> Associates Degree in Human Services  <b>Graduation Date:</b> December 2009</p>
<p><b>Name:</b> Rose Strehle  <b>Division:</b> Admin  <b>Institution:</b> Fullerton College  <b>Degree:</b> Associates in Interdisciplinary Studies  <b>Graduation Date:</b> May 2010</p>	<p><b>Name:</b> Beatriz Velasquez  <b>Division:</b> ASAP  <b>Institution:</b> UCI  <b>Degree:</b> Bachelors of Science  <b>Graduation Date:</b> June 2010</p>
<p><b>Name:</b> Berenice Armas  <b>Division:</b> CFS  <b>Institution:</b> CSUF  <b>Degree:</b> MS in Counseling  <b>Graduation Date:</b> May 2010</p>	<p><b>Name:</b> Holly Morris  <b>Division:</b> FSS  <b>Institution:</b> Hope International  <b>Degree:</b> MA in MFT  <b>Graduation Date:</b> May 2010</p>
<p><b>Name:</b> Mekeisha Buffaloe  <b>Division:</b> CFS  <b>Institution:</b> Argosy University  <b>Degree:</b> MA in Clinical Psychology  <b>Graduation Date:</b> September 2009</p>	<p><b>Name:</b> Greg Zamarripa  <b>Division:</b> ASAP  <b>Institution:</b> CSUF  <b>Degree:</b> BS in Human Services  <b>Graduation Date:</b> May 2010</p>
<p><b>Name:</b> Cristina de la Rosa  <b>Division:</b> ASAP  <b>Institution:</b> CSUF  <b>Degree:</b> BA in Sociology  <b>Graduation Date:</b> May 2010</p>	<p><b>Name:</b> Francisco Perez  <b>Division:</b> ASAP  <b>Institution:</b> CSUF  <b>Degree:</b> MS in Gerontology  <b>Graduation Date:</b> January 2010</p>



