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Administrator's Message

Linda Haugan, Assistant County Administrator for Human Services



On October 8, 2010, exactly 100 days late, the state finally passed a state budget. It was balanced with cuts, rosy revenue estimates, fund shifts, and gimmicks. That means that the new Governor will start a new job in January with a deficit likely to be in the billions.

Even though this can't be considered a real budget, the legislators made real cuts. And then the Governor vetoed additional items before he signed it. Some of the statewide cuts to Human Services include:

- \$300 million to In-Home Supportive Services, with additional program changes to background checks for providers and finger printing for recipients.
- \$133 million in funding for special need school students, which are managed by the Department of Behavioral Health.
- \$80 million to Child Welfare. Legislators restored this cut from last year, only to have the Governor veto it again.
- \$73 million to Public Health programs, such as AIDS, Immunization, Maternal Health and clinic funding.
- \$42 million to Medical Administration

All in all, the cuts to Human Services are not as bad as we expected. But then we all know this budget won't hold up until the end of this fiscal year. I'll keep you all posted as we start yet another round of budget fights in January.

On another note, is it just me or did this year fly by really, really fast? It seems that we just celebrated the holidays and here they are again.

I want to wish you all a safe and healthy holiday season, and thank you for the great work you did this year. I know it hasn't been easy, but you all know that you are making life much better for the many families you touch, as they struggle through this recession. Remember that as you gear up for a new year. Happy holidays!

Until next time.....



Cynthia Malvin
Media Specialist

EDITOR'S CORNER

There is no better way to close the year than with stories of accomplishment and success.

One such story has the California Department of Aging honoring local resident Gloria Winchester as its Outstanding Participant of 2010, in celebration of Older Workers Week. Gloria was recognized for her participation in the County's Department of Aging and Adult Services Senior Community Service Employment Program (SCSEP).

The SCSEP program provides part-time employment services, on-the-job training, basic computer training, resume preparation services, and more for seniors age 55 and older. Congratulations to DAAS, the SCSEP team and Ms. Winchester for recognition of your hard work!

Continue reading this issue for more fabulous stories of accomplishment and success.

What's Happening

San Bernardino County Veterans Affairs is once again coordinating the Support Our Troops campaign. This is the fourth year County employees will have an opportunity to show their support for our men and women in uniform, and their families here at home.

The holiday season is a time for friends and family to gather. This busy season can be especially trying for military families, as they "hold down the fort" while their loved ones are deployed. San Bernardino County Veterans Affairs is collecting donations of gift cards for the troops fighting hard at war, and their families back here at home. Gift cards for grocery stores, home improvement, and toy stores are just a few of the great ideas that will have a huge and lasting impact on the military men and women and their families.

The collection drive ends Thursday, December 9, so please contact Veterans Affairs immediately if you would like to contribute to the campaign.



Children's Network, in collaboration with First 5 San Bernardino, is excited to bring Dr. Bruce Perry back to the Inland Empire on January 4, 2011, for a day of training at Inland Regional Center located at 1365 S. Waterman Ave. in San Bernardino.

Dr. Perry, M.D., Ph.D., is the Senior Fellow of the Child Trauma Academy in Houston, and Adjunct Professor of Psychiatry and Behavioral Science at the Feinberg School of Medicine of Northwestern University in Chicago. He is an internationally recognized authority on children in crisis. Dr. Perry has served as a consultant and expert witness on many high-profile incidents involving traumatized children, including the Columbine High School massacre, Oklahoma City bombing, Waco siege, and YFZ Ranch custody cases. His clinical research and practice focuses on examining the long-term effects of trauma in children, adolescents, and adults.

Transitional Assistance Department Update

Jessica Paran, SESSI

The 4 Cs of C4Yourself

Cut, carat, color, and clarity? Not those, but better...

C4Yourself is a web-based component of the CIV Program that allows individuals to apply for CalWORKs, Food Stamps and Medi-Cal online. Launched in 2007, C4Yourself has been marked by continuous development primarily using grant funds. The latest batch of enhancements, released on September 27, 2010, is driven by the following Cs:

Convenience - C4Yourself is accessible 24 hours a day from any computer with Internet access. Initially, only customers who applied online were able to use C4Yourself. The recent enhancements now allow all customers to access benefit information online. Processes that used to require an office visit or a trip to the post office, can now be done from the convenience of the customer's home or location with Internet access. This includes electronically submitting quarterly/mid-year reports and obtaining forms. The customers also have the ability to complete and submit their annual redetermination/recertification through C4Yourself.

The online program also spells convenience for workers. For instance, customers often call to request additional forms be mailed to them since their documents were lost or not received. With C4Yourself, workers can advise customers to pull up the document online, reducing printing and postage costs. This also decreases customers' wait time and allows workers to act efficiently within shorter time frames. Workers can focus on core case management functions, such as processing the electronically submitted QR7s and applications (e-apps).

To date, the Transitional Assistance Department (TAD) has received over 42,000 applications via C4Yourself.com.

Communication - TAD has actively reached out to its customers through traditional and innovative platforms. C4Yourself is an effective tool for the department to communicate with the public.

Visiting a county office to inquire about or to apply for public assistance is difficult for some people. Because of this, some individuals who would otherwise qualify for programs, such as Food Stamps, may be dissuaded from applying. Some simply assume they are not eligible. C4Yourself addresses this issue by having information on department services available online. The "Am I Eligible?" section of C4Yourself.com, a preliminary screening tool, allows individuals to learn more about the Food Stamp Program. The website is constructed with a conversational data entry flow. The easy-to-understand language and simple layout help the customer provide the required information for applications. A progress bar and Help page are also available.

One of the recent enhancements is a powerful communication feature, e-messaging, which allows workers to send case-related messages to the customers' C4Yourself account. Customers can receive the following types of messages: appointment reminders, missing verifications request, request to call worker, and appointment rescheduling. Although e-messaging does not replace official Notices of Action, it is an additional tool for workers to reach customers faster and reduce processing delays on cases.



continued on next page

The 4 Cs of C4Yourself

Commitment to Excellence - C4Yourself is innovative not just because it is web-based. Its innovation lies in how it changes the way the department conducts business.

Features, such as e-apps and e-messaging, allow customers greater access and a more active role in their cases. The case management process becomes a more collaborative and dynamic partnership between customers and TAD - a concrete example of how the department works towards its mission of enhancing the quality of life of our customers.

C4Yourself also allows workers to perform their duties more efficiently since customers have access to benefit information and can perform actions related to their case online. Resources are used more economically and processes are streamlined.

Customer Service - Convenience, communication, and commitment to excellence - these all add up to better customer service for all stakeholders. C4Yourself's enhancements demonstrate that the department is being responsive to changes brought upon by technology. As more everyday activities, such as education, banking and paying bills, are migrated online, providing customers access to department programs and services online makes sense. Customers who work odd hours or have full school schedules can access C4Yourself after office hours. A streamlined process means benefits are reaching our customers in a timely manner.

Just like a diamond being polished, C4Yourself will continue to shine in TAD's efforts of improving the well-being of its customers and guiding them to self-sufficiency. Want to learn more? Visit C4Yourself @ www.c4yourself.com.

Grammatical Gaffes ... are you guilty?

Contributed by Peggy Dillaman, PERC Proofamatics instructor

How well do you know your grammar? The following words are taken from Rule #1101 of the Gregg Reference Manual, words that are often used incorrectly.

See if you're guilty of this grammatical goof-up.

RULE #1101 Lay - lie

Lay (principal parts: *lay, laid, laid, laying*) means "to put" or "to place." This verb requires an object to complete its meaning.

Please *lay* the boxes on the pallets with extreme care.
I *laid* the message right on your desk.
I *had laid* two other notes there yesterday.
He is always *laying* the blame on his assistants.
(Putting the blame.)

The dress was *laid* in the box. (A passive construction implying that someone *laid* the dress in the box.)

Lie (principal parts: *lie, lay, lain, lying*) means "to recline, rest, or stay" or "to take a position of rest." It refers to a person or thing as either assuming or being in a reclining position. This verb cannot take an object.

Now he *lies* in bed most of the day.
The mountains *lay* before us as we proceeded west.
This letter has *lain* unanswered for two weeks.
Today's mail is *lying* on the receptionist's desk.

TEST: In deciding whether to use *lie* or *lay* in a sentence, substitute the word *place*, *placed*, or *placing* (as appropriate) for the word in question. If the substitute fits, the corresponding form of *lay* is correct. If it doesn't, use the appropriate form of *lie*.

I will (*lie* or *lay*?) down now. (You could not say, "I will place down now." Therefore, write "I will lie down now.")
I (*laid* or *lay*?) the pad on his desk. ("I placed the pad on his desk" works. Therefore, write "I laid the pad on his desk.")
I (*laid* or *lay*?) awake many nights. ("I placed awake" doesn't work. Write "I lay awake.")
These files have (*laid* or *lain*?) untouched for some time. ("These files have placed untouched" does not work. Write "These files have lain untouched.")
He has been (*laying* or *lying*?) down on the job. ("He has been placing down on the job" does not work. Write "He has been lying down.")

NOTE: When the verb *lie* means "to tell a falsehood," it has regularly formed principal parts (*lie, lied, lied, lying*) and is seldom confused with the verbs just described.

Nathan Hartel
Operations Manager

Department of Child Support Services Update

Modification Workshops

The process of modifying child support orders can be overwhelming and can often prevent parents from pursuing modifications when their circumstances change. Parents deserve an accurate, appropriate child support order. Accurate child support orders give parents better opportunities to financially support their children, and improves the department's ability to collect ordered child support.

To assist our customers, the San Bernardino County Department of Child Support Services (DCSS) conducted three modification workshops. These workshops were designed to assist and educate customers as they navigate their way through the modification, or "Review and Adjustment" (R&A) process. The target audience was customers who expressed interest in modifying their order, but either neglected to submit the required documentation, or submitted incomplete documents.

The workshops were part of DCSS' annual Child Support Awareness Month campaign, which educates the public and our customers on the program and available services. Two sessions were held in the department's Ontario office, with a third session being held at the Family Law Facilitator's (FLF) office located at the San Bernardino child support court facility. A total of thirty customers attended the three workshops.

Each customer was provided with a folder that included program information and forms needed to complete and process a modification request. Supervising Child Support Officer Jennifer Hutter presented an overview of the program, and the self-help tools available on the internet to assist customers with obtaining information regarding their case or making a child support payment.

Child Support Officer II Kathleen Thornton guided customers through the modification process and gave a detailed presentation on how to properly complete the necessary forms.

Child Support Attorney Elizabeth Lawrence explained what customers should expect on their day in court. She spoke about everything from how to dress, to the importance of appearing on time, and how orders are modified through a hearing or stipulation. For those customers who attended the workshop presentation held at the FLF office, FLF staff was also available to provide more information about the services offered through the Facilitator's office.

Customers asked many questions during the workshops. Each session ended with an opportunity for a confidential, one-on-one interview with a caseworker or presenter. This was a key component of the workshops and allowed attendees to receive more information specific to their case. When possible, staff immediately moved forward with the generation of a Notice of Motion and obtained the date for a court hearing before the customer left.

The success of these workshops was seen in the customers' feedback. One customer commented that it was a "great class" and another stated this was her "first time attending a workshop and found it very helpful." In the end, our goal of informing, educating, involving and equipping our customers was achieved.

A special thanks to Jennifer Hutter, Kathleen Thornton, Elizabeth Lawrence, Hector Sanchez (who worked with our Spanish speaking customers) and FLF staff Monica Mitchell and Sherri Quadri, all of whom worked very hard over the last four months to make these workshops as successful as they were.



Tamara Scott, MS
Social Service Practitioner



Children and Family Services Update

The bonds of foster care resulted in adoption for 73 children

Judges sealed family ties in a mass adoption ceremony where 73 children celebrated the gift of a new last name as they transitioned from foster care to a permanent, loving family. In honor of National Adoption Month, San Bernardino County held its Thirteenth Adoption Finalization Event, "Building Families Through Adoption," on November 4, 2010, at the Ontario Convention Center. Families came from throughout California and as far away as Georgia to celebrate this momentous occasion.

Opening ceremonies were conducted by Nicky Hackett, Child Welfare Services Manager, and DeAnna Avey-Motikeit, San Bernardino County Director of Children and Family Services. Guest speaker Margaret Hill, Assistant Superintendent of Administrative Services for the San Bernardino County Superintendent of Schools, spoke of the importance of the day, thanking the families, children, and judges.

The children participating in this year's ceremonies ranged from nine months to 16 years of age. The families who adopted teenagers have consistently encouraged other families to consider doing the same; **every** child deserves to be part of a family.

Children and Family Services facilitates between three to five hundred adoptions per year. Social workers from the San Bernardino County Children and Family Services ushered 73 children before Presiding Judge of the Superior Court, Douglas M. Elwell; Presiding Judge of the Juvenile Court, Marsha G. Slough; and Juvenile Court Judges, Wilfred J. Schneider, Jr. and Barbara Buchholz, who finalized adoptions by 47 families. Once again, this turned out to be another year of keeping siblings together with twenty sibling sets being adopted. The opportunity for siblings to stay together ensures a lifetime of contact.

One couple participating in the ceremonies, Lisa and Cory Curtis of Highland, say their lives changed forever. The couple,

who have three children of their own, first adopted a child 13 years ago. But after that, Lisa Curtis said the couple decided to only become foster parents. That all changed three years ago when Landon came into their lives, Lisa Curtis said. At four months old, Landon was taken to his first doctor's appointment, and the couple learned he had cerebral palsy, severe asthma, and acid reflux.

Doctors told the Curtis family that Landon would never be able to walk or even hold his own bottle, Lisa Curtis said. Despite the diagnosis, the couple continued to prepare Landon to go home with a family member.



"He now runs around," Lisa Curtis said. "We can't label children. We need to work with them and let their potential show." About a year and a half ago, the couple decided to adopt Landon. "He's such a joy," Cory Curtis said. "And there's no difference between Landon and our biological children. The kids accepted him like a brother from the beginning."

A special feature of the Adoption Finalization Event, the Heart Gallery, displayed professional portraits of children who are in need of committed families that can meet the child's needs and provide the security of a loving family that they so richly deserve. If you or someone you know would like information on adopting a child or becoming a foster parent, please call San Bernardino County Children and Family Services today.





SAN BERNARDINO COUNTY
CHILDREN AND FAMILY SERVICES

CFS Western Region New Initiatives Unit

Children and Family Services Update

Successful Transitions

Youth emancipating from the foster care system often do not possess the necessary independent living skills to make a successful transition into adulthood. Studies have shown that of youth exiting the foster care system, significant numbers will soon become homeless, not graduate from high school, will become incarcerated and/or unable to support themselves and, have increased mental health issues. In response to these concerns, Children and Family Services has initiated Transitional Conferences (TC), which are expected to increase the success of youth transitioning out of the Child Welfare System.

TCs are "youth-centered" planning meetings designed to empower the youth to determine and set their own goals with the assistance of their social worker, parents, relatives, caregivers, significant adults, siblings and community partners. The focus of the meeting is on the youth's education, employment, health, social support needs, housing, mental health, financial, independent living skills; obtaining legal documents; and other concerns. TCs are beneficial because they provide the structure by which a safety net is built for the youth. It defines the level of commitment adults will provide to the youth to build long term supportive relationships. It also increases the youth's ability to be self sufficient and aware of the resources that are available in their community. TCs are available for all foster youth beginning at age 16 and every year thereafter until the youth exit the foster care system. The Western Region of CFS began piloting Transitional Conferences in 2009; they are now held countywide for youth in care.

The youth, with assistance from his/her social worker and caregiver, develops a list of support persons, service providers, and community partners he/she would like to invite to the meeting. Meetings have been held at

caregivers' or parents' homes and community sites.

During the TC, the facilitator helps identify strengths and needs of the youth. Throughout the meeting the youth assists in the development of the plan and the specific tasks and responsibilities given to the supportive adults, youth, community partners, and social worker. Signatures and phone numbers are obtained on the plan and all those in attendance receive a copy.

CFS Social Workers Glenda Jones and Sara Garza and Peer and Family Assistant (PFA) Jatori Harris comment, "The Transitional Conferences are a good way to make sure the youth have a clear plan in place. I believe the youth on my caseload felt put on the spot during the conference simply because they cannot escape their share of the responsibility for developing an exit plan. Transitional Conferences are a major part of the youth's emancipation process, and is just as important as receiving their diploma. The conferences enable the youth to be prepared to become independent and successful adults."

A recent conference took place with a youth who has been placed with her uncle for two years. The uncle stated that the Transitional Conference was the first time that he and his niece "were able to see all of her accomplishments and fully understand her achievements. It gave my niece hope about her future and it put a happy spin on her life." The youth stated, "It was good having different people from the various programs and services present at the meeting, such as ILP/Peer and Family Assistant and Aftercare."

San Bernardino County received a National Association of Counties (NACo) Achievement Award in 2010 for the implementation of Transitional Conferences by Children and Family Services. Transitional Conferences were recognized as a unique and innovative program to better serve the youth.

Preschool Services Department Update

Liz Gallegos,
Staff Analyst II

Joint Efforts Keep Infant Center Open

Pregnant and parenting teens are one of the Preschool Services Department's highest priorities and this past year provided the opportunity for PSD to assist this population through collaboration with several other agencies.

This past May, parents and teachers of Valley View Continuation High School in Ontario were devastated when a lack of funding forced the closure of the high school's infant center. The closure left about 250 teenage mothers and fathers without childcare for their infants and potentially unable to complete their high school education.

Many of the Valley View's teens are low-income, disadvantaged, homeless or foster children. The students could have been displaced because of the child care issue. Without this service, these teen parents may be unable to continue their education.

The situation prompted efforts by Chaffey Joint Union High School District, the County of San Bernardino Preschool Services, County Superintendent of Schools and Easter Seals of Southern California to find a way to keep the center open. This resulted in the development of a unique collaboration between the four agencies allowing the infant center to reopen on August 10, 2010, just in time for the first day back to school for the teens. The center would not have opened without this agreement and the level of cooperation between everyone involved.

The center is able to serve 48 infants and toddlers and is working with all the district's 250 teenage parents to keep the center full. The center provides full-day daycare and prepares infants and children for kindergarten,

while encouraging them to learn the necessary skills to start school. The center also offers the teen parents other services, including help finding jobs and referrals to other services such as the Regional Occupational Program and Mental Health.

The center's reopening came at a crucial time since there has been a decrease in child-care providers for the past three or four years in the area. Closing the center would have also impacted students' efforts to continue their education, and the districts' dropout rate.

Students have expressed gratitude and relief that the center was able to reopen, allowing them to continue and complete their education, and not have to worry about their children because they know they are being cared for in a high quality center with qualified staff. One of the single teen fathers who has an eight month old infant stated, "It helps me out a lot. I can get my education and at the same time not worry about where to take my son. I am thankful that they opened up again."



An Early Head Start program participant at Valley View High School in Ontario

Children's Network Update

Amy Cousineau,
Network Officer

24th Annual Conference

The Children's Network hosted our 24th Annual Conference on September 29 & 30 at the Ontario Convention Center. In spite of the challenging economic times, we had over 600 participants in attendance. Once again, the Keynote speakers were fantastic and very inspirational. Victoria Rowell, an actress and author of "The Women Who Raised Me," shared about her life growing up in foster care and the dedicated women who cared for her. Her book is highly recommended.

Victor Rivas-Rivers, an actor and author of "A Private Family Matter," also provided a riveting keynote address where he shared his personal story of growing up in a household filled with domestic violence and how he overcame the odds. Because of the intervention of his community, Victor turned his life around dramatically, going from hardcore gang member to senior class president and lettering in four sports. He went on to play for the Miami Dolphins and has had many starring roles in television and film.

The conference had over 50 workshop selections with two specialized tracks focused on children ages 0-5 and child welfare services. We are very grateful to our Conference sponsors including First 5 San Bernardino, Children and Family Services, Preschool Services Department, Department of Behavioral Health, Public Health, Children's Fund, IEHP, Kaiser Permanente, Molina Healthcare, and the Lucille Packard Foundation.

We are reviewing our conference evaluations, as we do each year, to make improvements while we plan for our 2011 conference. Some of the participant comments were:



Actress, advocate, and mother
Victoria Rowell speaks of her journey
as a former foster youth.

"The speakers—WOW."

"What an amazing experience. It was my 1st conference—I won't miss another one."

"The keynote speakers were exceptional and shared how social services blessed their lives and shaped their futures."

"The information provided was invaluable."



Bill Moseley, Director



Veterans Affairs Update

Serving County and Country Post-9/11 County Military and Veteran Employees Recognized

Since the September 11, 2001, terrorist attacks against the United States, the global war on terror has placed huge demands on both our military and their families. To date, more than 2.7 million Americans have served in Iraq or Afghanistan, and many have served multiple overseas deployments.

The federal government continues to call to service members of our military reserves and National Guard units like no other time in recent history. In the years following the September 11 attacks, nearly 800,000 Reservists and National Guard personnel have been called to active federal service.

On November 9 the San Bernardino County Board of Supervisors recognized members of our County family with post 9/11 military service. Approximately 240 County employees, representing 28 departments and the Courts, have left their jobs in order to serve this nation. Of that number, approximately 140 returned and continue to work for the County.

Army Reserve Col. Frank Guevara of the County's Information Services Department, as the senior-ranking military County employee, briefly thanked the Board of Supervisors for their support.

Sergeant Horace Boatwright directed the Sheriff's Honor Detail as the names of the honorees were read by Lt. Col. Ted Alajandre of County Schools. As each service member or veteran's name was read, they were presented with a challenge coin by a member of the Board of Supervisors in thanks for their service.

The commitment of San Bernardino County employees to serving the public is truly commendable. However, these honored employees go far above and beyond the call to duty to serve our country as well, and their example should be an inspiration to us all.



2010 Graduates of the Management & Leadership Academy

November 3, 2010, marked the day that 97 Management & Leadership Academy (MLA) students proudly accepted their certificates of completion at the Behavioral Health Resource Center. The audience was greeted and praised by Chief Learning Officer Diana Alexander, Assistant County Administrator for Human Services Linda Haugan, and Chief Executive Officer Greg Deveraux. Since the program's inception in 1996, approximately 730 students have graduated among all three tracks: Supervisory, Management, and Executive. Enrollment is now open for the 2011 Management & Leadership Academy.* Call (909) 388-4110 today or register online via the e-Learning link at <http://countyline/PERC>.



*Registration for SDP and MDP closes December 15. Registration for EDP closes January 13.

FOLLOWING IS A LIST OF THE GRADUATING CLASS OF 2010:

EXECUTIVE DEVELOPMENT

Sharon Chivas
Pamela Korman
Nancy Sansonetti
Ronald Walls

MANAGEMENT DEVELOPMENT

Nidham Al Rayes
Sherrie Alexander
Joy Anderson
Thana Ash
Carol Atkins
Christa Banton
Kristine Burgamy
Ryan Burgess
Ricki Denison
John Dodrill
Sherwin Farr
Robin Feldhaus
Gina Gonzales
Beverly Green
Martha Greer
Peter Groben
Farah Hendrix
Thomas Herrin
Jeffrey Horne
Hazel Lambert
Franklin Luna
Michael Madsen
Lisa Martin-Smith
Jon McLinn
Miguel McQueen
Arlene Mendoza-Collins
Denise Phillips

MANAGEMENT DEVELOPMENT CONTINUED

Julie Rocha
Carolyn Schindler
Johnson Selvadurai
Georgina Yoshioka
Martha Zepeda

SUPERVISORY DEVELOPMENT

Kathyria Acevedo
Matthew Anthony
Joanne Arnott
Anita Arroyo-Newland
LeAnne Bennett
Gary Bird
Stephanie Bon
Hubert Brock II
Samantha Buchwitz
Bertha Buggs
Hsinya Chichester
Lesla Clayton-Griender
Benjamin Coffey
Curtis Compton
Regina Cruise
Joanne Decker
Christopher Donnelly
Charles Douglas
Letatia Eason
Lillian Galarza
Kelly Geary
Donna Gonzales
Victor Guzman
Kevin Haas
Elizabeth Hamner
Claudia Haro
Helen Harper

SUPERVISORY DEVELOPMENT CONTINUED

Patricia Harris
Elizabeth Heredia
Jessica Hoier
Jamie Knutzen
Susanne Kulesa
Edith Lockerman
Melania Lopez
Colleen Marich
Claudia Martinez-Sandoval
Shazia McMillan
Malina Medina
Deirdre Mikell-Nanan
Steven Mucker
Brandy Nelson
Barbara Owens
Andrea Parra
Alicia Perez
Araceli Perez
Emily Petrus
Jemina Ramirez
Sharmaine Robinson
Linda Santillano
La'Shawn Sifuentes
Elizabeth Sneed
Tracy Sulprizio
Annette Taylor
Timothy Tillinghast
Madeline Tsang
Sandra Wakcher
Erica Watkins
Michael Willhite
Keri Wittwer
Marjorie Yanez

CONGRATULATIONS TO THE 2010 MLA GRADUATES!

The following employees received service pins at the September 21, 2010 presentation. Each employee has served the County for 20 years or more.

We extend our congratulations to the following employees:

Everyday Employees... Extraordinary Work

40 Years of Service

Shown: Karen Nidey, DPH



35 Years of Service

Shown: Beverly Auld, ASD

Not Shown: Irene Williams, PDD



30 Years of Service

Shown: Missy Wanda Phillips, DCSS; Edna Avila, TAD

Not Shown: Cecil Trower, DBH; Cheryl Griffith, TAD; Gwenlynn Ortiz, TAD; Justina Mimay, DBH; Mary C. Sellers, CFS; Sharon Gilbert, TAD

20 Years of Service



Shown: Paula Licka, TAD; Maria Contreras, PDD; Eileen Stevens, TAD; Jim Barr, TAD; Deborah Penland, DAAS; Karen Akparanta, PDD



25 Years of Service

Front Row: Linda Majors, DPH; DeeDee Villaroman, ITSD; Donna Estes, PSD
Back Row: Steven Grubbs, HS Admin; Regina Moore, DPH; Randall Frazier, ASD

Not Shown: Catherine Jarecki, DCSS; Gale Hale, CFS; Pearl Williams, DBH; Rafaela Mino, TAD; Richard Calles, TAD; Teresa Denison, DPH; Tammara Kersey-Cullop, CFS



Shown: Karen Proctor, DPH; Sam Achor, DAAS; Arnecia Moore, TAD; Candyce Jillson, PDD; Celia Saucedo-Smith, DPH

Not Shown: Angela Ukiru, PDD; Brenda Bovee, PDD; Donald Belanger, DBH; Edward Saucedo, LRQU; Elizabeth Waite, TAD; Elvia Erickson, TAD; Frances Blanco, Memory Gonzales, TAD; DAAS; Gail Moscal-Lotus, DCSS; Janet Hensley, PID; June Card, PID; Mary Brown, DPH; Michael Schertell, DBH; Michelle Riley, TAD; Norman Dollar, CFS; Rosa Robles, DPH; Sara Bresson, TAD; Sonja Flowers, CFS; Valarie Brown, TAD; Yolanda Camarena, DPH; Yolunda Marshall, TAD



Employee of the Month



OCTOBER JERI QUICK

Staff Analyst II, Administrative Services Division

Jeri has been a dedicated County employee since 1986. She is responsible for all aspects of contract development for the Department of Public Health. She has always been an outstanding employee and this year was no exception. On many occasions Jeri has either volunteered or graciously accepted to step in and complete necessary work or take on new assignments. She is a natural leader and has demonstrated her leadership skills over the years as the building coordinator for the Southern California Great ShakeOut and Combined Giving

Campaign, and as team captain for the Juvenile Diabetes Research Foundation (JDRF) walk.

Jeri recently completed her participation in MLA as part of her professional development. Her knowledge, professionalism and diplomacy have earned her respect from her peers and customers throughout the county. She is model employee that any supervisor would be lucky to have on their team.



NOVEMBER KARINA ZEPEDA

Fiscal Assistant, HS Auditing

Karina began her career with the County of San Bernardino in November, 2007 at HS Auditing. She is a Fiscal Assistant with the Recovery and Reconciliation team and is responsible for setting up payment arrangements, receipting and posting payments from customers at our window and via mail. She is known for her friendly smile, positive attitude and her willingness to assist others and be a team player.

Karina is a valued member of the HS Auditing team and is consistent, dependable and accurate in carrying out responsibilities to a successful conclusion. She handles customer complaints with tact and diplomacy and remains calm and professional at all times. She anticipates the needs of the team and accepts change with an optimistic approach, displaying remarkable flexibility in adapting to changing conditions.



DECEMBER MATTHEW HIGGINS

Child Support Officer I, Department of Child Support Services

Matthew works as a Child Support Officer I at the Loma Linda office customer call center. His commitment to provide exemplary customer service helps make great first impressions. Matthew handles a variety of service requests that range in complexity and urgency. On a typical day, Matthew will speak to 60 customers who have questions or need assistance regarding: the status of their case, legal documents they have received, payment status, or the child support process. He addresses customers' concerns with a positive attitude.

Customers have filled out comment cards stating, "Matthew was so polite to me...he helped me out so much," and "Mr. Higgins was great. I hope he continues with this great service." Matthew's excellent customer service skills have helped our customers understand the services offered through the child support program.

Public Service Recognition Week

Public Service Recognition Week is dedicated to honoring men and women across the nation who exemplify excellence in public service. Award ceremonies were held on Tuesday, May 11 and featured 47 County employees. This year ten Human Services employees were among those recognized. Following are highlights on three of these employees.



Cinda Grayson, Accounting Technician, Preschool Services

Cinda's consistent pursuit of excellence makes her an exceptional employee who is fully committed to ensuring PSD's compliance with federal and state regulations. She has contributed significantly to site personnel's improved understanding of the non-federal Share regulations and in-house processes resulting in the agency consistently meeting and exceeding its requirements.

Cinda has brought an innovative and forward-thinking work ethic to the agency and gets the job done accurately and on time.



Jeffrey Schroer, Supervising Child Support Attorney, DCSS

Jeffrey credits his 12 years of litigation and trial experience for teaching him the value of hard work and attention to detail. Most important to Jeffrey is that all cases involving children should always be handled with their best interest in mind. He leads a team of 14 very talented attorneys and understands the importance of modeling good character. It's his principles and creativity that have resulted in many great achievements.

Jeffrey has always supported the department's vision and mission by building collaborative relationships between the attorney team and department caseworkers to improve child support collections for families. Through two strong and creative initiatives, he helped bring in \$2.5 million in collections distributed to families.



Elizabeth Scott-Jones, Administrative Supervisor I, CFS

Elizabeth is committed to the mission and values of CFS while performing daily tasks. She always keeps in mind the best interests of line staff and clients as she works to secure and maintain a high level of service to help protect children and preserve families. She is an excellent leader and effectively uses a collaborative approach to resolve issues.

Elizabeth exceeds at working well with all levels of staff and her efforts have resulted in positive, far-reaching impacts on fiscal processes and procedures. Throughout the years, her enthusiasm, dedication, energy, and problem solving skills have proven to be invaluable to the department.



Schedule of Classes

Offerings for January - March 2011

Note: Because of the funding source, *HS-Only* classes are open only to employees of TAD, CFS, DAAS-APS, DAAS-IHSS and Human Services administrative support divisions.

Classes will be presented at PERC San Bernardino unless otherwise noted.

General Development Classes - Class Name	Date	Locator #	Fee	Time
Workplace Philosophy: What does love have to do with it? – HS Only	01/11/11	30959	n/a	8:30 - 12:30
Serving a Diverse Community – HS Only	01/11/11	30960	n/a	1:00 - 5:00
Success in the People Zone – National University	01/12/11	30868	\$115	8:30 - 4:00
Performance Counseling Skills Supervisors Need – National University	01/25/11	30869	\$115	8:30 - 4:00
Time Management – HS Only	01/26/11	30870	n/a	8:30 - 12:30
Workplace Philosophy: What does love have to do with it? – National University	02/01/11	30871	\$65	8:30 - 12:30
Interviewing and Test Taking Skills – National University	02/02/11	30873	\$115	8:30 - 4:00
Public Speaking Without Fear – National University	02/03/11	30872	\$115	8:30 - 4:00
CPR/First Aid	02/15/11	31023	\$65	8:30 - 4:00
Writing for Clarity and Career (2 days) – National University	02/15-2/16/11	30874	\$185	8:30 - 4:00
Choose Your Battles – National University	02/23/11	30875	\$65	8:30 - 12:30
Time Management – National University	02/24/11	30876	\$65	8:30 - 12:30
Training for Maximum Impact (2 days) – HS Only	03/02-03/03/11	30877	n/a	8:30 - 4:00
Diversity & Inclusion: Frame by Frame – HS Only	03/09/11	30878	n/a	8:30 - 4:00
So, You Think You Want to be a Supervisor – HS Only - Victorville	03/10/11	30879	n/a	8:30 - 4:00
Service is an Attitude – HS Only - Victorville	03/17/11	30880	n/a	8:30 - 4:00
Performance Counseling Skills Supervisors Need – HS Only	03/22/11	30881	n/a	8:30 - 4:00
Public Speaking Without Fear – HS Only – Victorville	03/24/11	30933	n/a	8:30 - 4:00
Thank You for Calling – HS Only	03/31/11	30934	n/a	8:30 - 12:30
Computer Classes - Class Name	Date	Locator #	Fee	Time
Excel 2007 Introduction	01/18/11	31016	\$115	8:30 - 5:00
Word 2007 Introduction	01/27/11	31017	\$115	8:30 - 5:00
Excel 2007 Intermediate	02/08/11	31018	\$115	8:30 - 5:00
Word 2007 Intermediate	02/17/10	31019	\$115	8:30 - 5:00
PowerPoint 2007 Introduction	02/22/10	31020	\$115	8:30 - 5:00
Classes for Supervisors - Class Name	Date	Locator #	Fee	Time
Fundamentals of Supervision I (5 days) - National University *You may be eligible for ARRA-paid tuition; Use the "Information for new and current managers..." link on the PERC website.	01/18, 01/19, 02/01, 02/08, 02/16/11	30961	\$650	8:30 - 4:00
Fundamentals of Supervision II (5 days) - National University *You may be eligible for ARRA-paid tuition; Use the "Information for new and current managers..." link on the PERC website.	03/01, 03/08, 03/15, 03/22, 03/29/11	30966	\$785	8:30 - 4:00 3/8, 3/15 are 8:30-12:30

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Classes for Managers - Class Name	Date	Locator #	Fee	Time
Fundamentals of Management I (5 days) – National University *You may be eligible for ARRA-paid tuition; Use the “Information for new and current managers..” link on the PERC website.	01/06, 01/13, 01/19, 1/27, 2/3/11	30935	\$695	8:30 – 4:00 1/13 is 8:30-12:30
Fundamentals of Management II (5 days) – National University *You may be eligible for ARRA-paid tuition; Use the “Information for new and current managers..” link on the PERC website.	02/24, 03/03, 03/10, 03/17, 03/24/11	30940	\$745	8:30 – 4:00 3/3, 3/10 are 8:30-12:30

Pre-registration is required for the classes listed in this announcement, and there are two ways to register:

1. PERC e-Learning Network

- Go to PERC website (<http://countyline/perc/>).
- Click PERC e-Learning Network at top of page.
- Click *Sign In* on top menu bar; follow directions to log in.
- Click *Class Catalog* on left sidebar.
- Type class locator number in “Search for these words” box.
- Select *Locator Number* radio button.
- Click *Go*.
- Click *Enroll in this class*.
- Click *Yes*.

2. Call Registrar

- Call (909) 388-4110.

Payment, purchase order, or approved Education Assistance Proposal (EAP) must be received prior to the start of the seminar. When paying by check, make checks payable to San Bernardino County. For additional information, please contact PERC at (909) 420-6400.

The PERC LMS (Learning Management System) Learning Network is now online. Here you can search and register for upcoming classes, view and print your training transcript and access many other new and exciting features. For more information, go to: <http://countyline/perc/>

Cancellations – Registrants who fail to attend are liable for the entire workshop fee unless they cancel their registration at least 5 work days prior to the first class date.

Training locations:

PERC– San Bernardino
295 E. Caroline St., Suite C

National University - San Bernardino
804 E. Brier Street

PERC - Victorville
17270 Bear Valley Rd., Suite 107

