



Administrator's Message

Linda Haugan, Assistant County Administrator for Human Services

As we approach this holiday season, I know that it may not be as merry as seasons past. The poor economy has impacted all of our lives, in many different ways. In these difficult times, let us hold our family close, give thanks that we have our jobs, and help others who need our services more than ever. Our country has seen bad times before and we've always recovered. Until it does recover, all we can do is what we do best: help those less fortunate than us get through these hard times with dignity.

Normally I write about the impacts of the state budget to our Human Services programs in the fall issue of the HS Connection. But this year, the fall issue was published before the budget was passed! We count on the state missing the budget deadline (July 1) each year. But this year the budget was a record 85 days late. That is a testament to the economic mess our state is in right now.

As usual, many Human Services programs were cut in this budget. MediCal, CalWorks, Food Stamps, IHSS, and APS took the biggest cuts. All the other Human Services programs

did not see increases due to caseload growth or increased cost of doing business. The net result of the cuts is fewer staff.

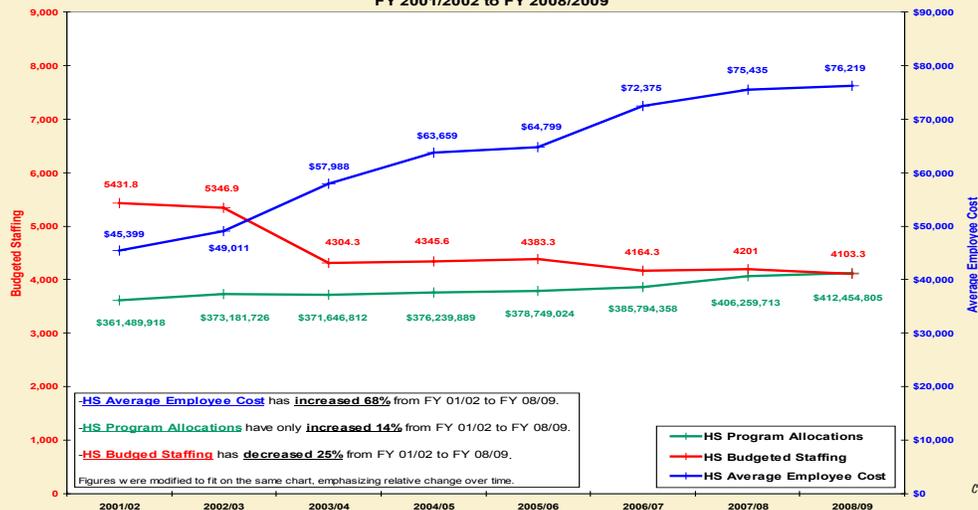
When the Governor announced last May that the state had a \$15 billion deficit, we stopped filling vacancies, except for the most critical positions. That decision was prudent, in that it helped us to mitigate potential layoffs other counties are seeing. We still have to count on attrition to take us down to the allocations we are getting from the state, but we feel confident that we can reach that level within this fiscal year. If there are additional mid-year cuts as rumored, we will deal with them through attrition. I want to assure you that there will be no layoffs this year, despite the severe cuts to our programs.

The vacant desks and cubicles you see in your offices are not solely caused by the cuts to our budgets this year. As I explained in Connection articles over the past 3 years, we have been flat funded by the state since 2001. I asked our brilliant fiscal folks at ASD to design me a picture that shows our flat allocations, decreased staffing and increased employee costs over the last 5 years. I want to share it with you, because it shows exactly what has been happening to our departments:

CONTENTS

- 1 Administrator's Message
- 2 Administrator's Message continued...
- 2 Editor's Corner
- 3 Children's Fund Update
A Positive Outlook for the Inland Empire
- 4 DCS Update
Children's Center at Juvenile Dependency Court
- 5 DCS
Linkages
- 6 TAD
CalWorks Job Fair
- 7 C4Yourself.com Is a Success!
- 8 DCSS Update
CSDA Annual Training Conference
- 9 Children's Network Update
22nd Annual Children's Network Conference
- 10 Employee of the Month
- 11 Everyday Employees...
Extraordinary Work - Service Pins
- 12 Public Service Recognition Week
- 13 Veterans Affairs Update
Veterans Benefit Workshops
- 14 Veterans Affairs and DBH
Host an Information Fair for Vets
- 15 Veterans Affairs continued...
- 16 Department of Aging and Adult Services Update
6th Annual Celebrating Seniors Healthy Aging Fair
- 17 Grammatical Gaffes...
are you guilty?
- 18 DAAS/DCS Training Schedule
- 19 PERC Training Calendar
- 20 PERC Training Calendar
continued...

Changes to HS Program Allocations, Budgeted Staffing, and Average Employee Cost FY 2001/2002 to FY 2008/2009



continued on next page



Editor's Corner

Cynthia Malvin
Media Specialist

The County is facing many stressful cuts to budgets and benefits. This issue of the HS Connection demonstrates how teamwork and partnerships have played a major role in our triumphs and successes. Through persistence and teamwork we continually succeed at offering new and improved services and more efficient ways to serve the public, despite the recent budget limitations.

Remember this holiday season to take a moment in time to de-stress and revitalize yourself. With the nervous tension of our personal and employment budgets under constraint, we could be more stressed than we realize, which in turn can cause physical ailments. Spend time laughing this holiday season and try to be worry — and carefree.



Administrator's Message Continued...

So attrition solves the math problem of staying within our budget. But it certainly doesn't solve the issue of how we do all of our work with fewer people. It is true, as employees leave and we can't hire replacements, those of you who are left get their work, which amounts to higher caseloads.

Over the past 5 years, your Human Services managers have reduced spending by eliminating non-mandated programs and projects, consolidating staff in buildings and letting go of leases, reducing supply budgets, restricting travel and incorporating process engineering. We will continue to look for ways to reduce spending, but honestly, we have just about reached our limits in reductions. We are now looking at which mandated services we can possibly stop doing, which will have the least impact on our clients.

All of your managers have agreed that as we go through this rough patch we are going to be more communicative about what is going on with the budget and strategies to get through this. I know many of you have already participated in town-hall type meetings and brainstorming sessions to reduce workload. Continue to share your ideas with your supervisors and managers. Even tiny changes can make the job a little easier.

Please remember, no matter how stressed and overworked you feel, your clients need you to be calm and supportive. We will get through these tough economic times like we have many times before. You are a tough bunch and I'm very proud of how you are handling the issues you've been dealt. I don't see the state's economic situation getting any better in the next couple of years, but as long as we are all working together, it will all work out okay.

Have a joyful holiday season with your families.

Until next year.....



Rebecca Stafford
Executive Director

Children's Fund Update

A Positive Outlook for the Inland Empire

As the year draws to a close, the busy "elves" at Children's Fund are hard at work to ensure that the at-risk children in San Bernardino County are not forgotten. Over the last year, Children's Fund has seen tremendous growth and opportunity to act as a safety net for children when all other resources are exhausted.

Every day, 365 days a year, our Referral Program continues to contribute to the everyday needs of at-risk children by purchasing items such as food, car seats, clothing, shelter, transportation, beds, cribs, education, dental and medical, as well as other items that relate to a vital need.

In April, Children's Fund announced a new partnership with San Bernardino County's Transitional Assistance Department (TAD). The pilot program focuses on providing urgent basic infant needs, such as formula and diapers, to families who are applying for CalWORKs assistance. The offices where the pilot program is being administered are in the remote desert regions which include 29 Palms, Yucca Valley, Needles, Barstow, and Trona.

On June 25, Children's Fund distributed 1,400 'My Stuff Bags' to case managers from all four regions of San Bernardino County's Department of Children's Services. In September, Children's Fund, partnering with Probation and DBH, distributed over 3,500 stuffed school backpacks to at-risk children throughout the county.

Also in September, four local community colleges received from Children's Fund endowments totaling \$96,000 to assist individuals who



CHILDREN'S FUND

have gone through the foster care system. Students at San Bernardino Valley, Crafton Hills, Victor Valley, and Chaffey Colleges will benefit from the funds.

In October, Children's Fund was chosen by CSDA as their charity of choice for their annual conference. CSDA promotes and supports county child support agencies in their efforts to provide for the economic well-being of the children and families served by California's Child Support programs. Through their unique raffle event, CSDA was able to donate over \$14,000 to Children's Fund.

Our focus this December for our 20th Annual Celebration of Giving Campaign is to ensure that during these difficult economic times, the thousands of at-risk children in our county are not forgotten. Our hope is that we will be able to reach beyond the 37,000 children served during our 2007 Campaign. Without generous donors like the employees of San Bernardino County, it would not be possible to accomplish our goal and express the love and concern our supporters feel for each at-risk child we serve. As we close

2008, I want to personally thank each of you for your personal commitment and dedication to the at-risk children in our communities.





Beverly Green,
Supervising Social
Service Practitioner

Children's Center at Juvenile Dependency Court

The Children's Center at Juvenile Dependency Court is used for children required to appear at court to speak with their attorneys and/or participate in respective court hearings. The children are ages four through 19 years. Given the nature of the issues bringing these children to court, a majority is extremely fearful or stressed as they have already encountered serious trauma(s). The Center is a kind of "oasis" for these youth where they can feel free to play, interact with other children, and exercise their creativity by writing poems, drawing, playing board games and making craft items. More than 3,600 children visited the Center in 2007. There was a tremendous need to enlarge our space in order to accommodate the increasing number of children-provided services at the Center. We are grateful that in June 2008 our request was honored.

During the initial expansion project, Judge Marsha Slough shared with us that Judge Donna Garza informed her of a women's auxiliary's desire to partner in the expansion project. Shortly afterwards, Judge Slough, in assistance from Judge Garza, arranged for an introduction to members of the Bonnes Meres Women's Auxiliary.

Under the leadership of Debbie Brown, the Bonnes Meres inquired what was needed to transform our "Center" into a state-of-the-art arena for our kids. Tonya Wilson, our Child Care Provider, and Anne Moreland, our Volunteer Provider, submitted a rather conservative wish list to the group. Much to our surprise, Mrs. Brown and her group shared what they would like to see done. They envisioned a computer center with head sets and video games, several television monitors, custom-made cabinets for storage, and more!

The Bonnes Meres group immediately petitioned the Children's Fund for approval of this project, and the work began. The next four weeks our Center experienced an unbelievable metamorphosis. There were carpenters, electricians, painters, computer technicians, oh my! It was as though Christmas had come early.

Once construction was complete, the deliveries began. Boxes and cartons were delivered almost daily. On numerous afternoons, members of the Bonnes Meres group worked until closing decorating, assembling toys, arranging books, etc., in anticipation of the October 7, 2008, grand re-opening of the Center. We all waited with bated breath in anticipation of the outcome.

Department of Children's Services Update

Finally, on October 7, 2008, the grand re-opening was held. Persons in attendance included the Bonnes Meres Auxiliary, Children's Fund staff, a Representative from the Mayor's office, DCS Director DeAnna Avey-Motikeit, Deputy Director Jeff Wagner, Manager Joyce Jones, Judge Marsha Slough, Judge Rex Victor and many of our DCS court and court services staff.

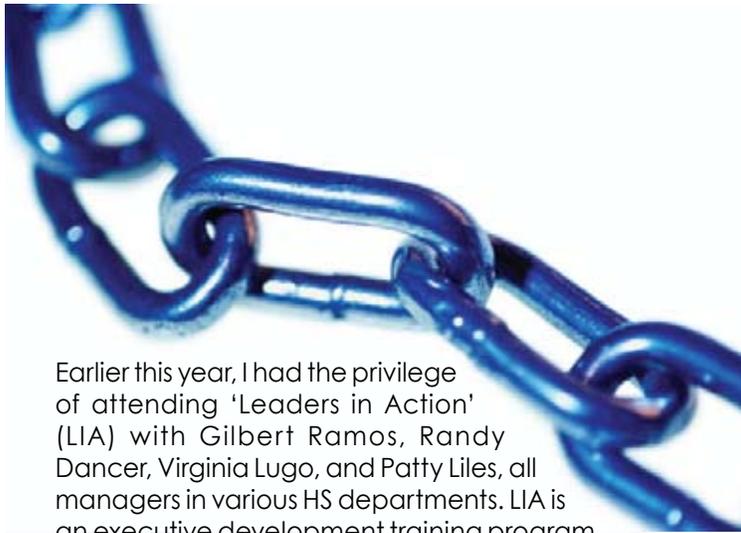
Certificates of Appreciation were given to the Bonnes Meres Auxiliary and the Children's Fund staff. Judge Slough, DeAnna and Joyce expressed appreciation for all of the numerous donations, funds expended, construction, and hard work! Everyone was invited to see the newly expanded Children's Center. Fun was had by all.....

On behalf of the children we serve and the Department of Children's Services, we sincerely extend heart-felt appreciation to the Bonnes Meres Women's Auxiliary and the Children's Fund for furnishing the Center with the following:

- two computers and a lap top
- copier / scanner / printer and fax machine
- PS2 game system with wireless headsets and remotes
- two flat screen monitors for the PS2 games
- flat screen TV for watching DVDs
- numerous games and DVDs
- custom cabinets built to house the PS2 equipment and games
- custom built counter for homework and game playing
- three CD players with headsets
- custom cabinets built to house DVD movies
- custom cabinet built to house all craft and miscellaneous items within the Center and in our lobby area.
- furniture to accommodate children within the Center and our lobby area
- toys and other items to enrich the time children are in the Center or waiting in the lobby
- take-home gifts for our Treasure Box.



Bonnes Meres Auxiliary



Linkages

Randall Schulz, Deputy Director, DCS

Earlier this year, I had the privilege of attending 'Leaders in Action' (LIA) with Gilbert Ramos, Randy Dancer, Virginia Lugo, and Patty Liles, all managers in various HS departments. LIA is an executive development training program for upper-level managers in Southern California county Human Service agencies. If you've been reading prior HS Connections, you have probably read various articles by LIA graduates which showcase the transfer of learning to program practice.

In continuing this effort, I would like to tell you about the Linkages Project, also known as the CalWORKs/Child Welfare Partnership Project. Launched in California in November 2000, Linkages was developed as a collaborative services approach between Child Welfare Services and CalWORKs. The project, initially funded by the Stuart Foundation, was developed and directed by the California Center for Research on Women and Families (CCRWF) and founded in partnership with the California Department of Social Services (CDSS).

San Bernardino County implemented Linkages in 2007. Under the program, the Department of Children's Services (DCS) and the Transitional Assistance Department (TAD) are partnering to provide coordinated case planning and services to families who are involved with DCS and CalWORKs. Our Linkages implementation team, consisting of line staff, supervisors and managers from DCS, TAD, and PDD, has developed policy and procedures for collaboration between the departments. The aim of this program is simple: to combine resources that help families achieve and maintain financial stability, while safely parenting their children.

Linkages is now being piloted in the city of San Bernardino and includes families who have open DCS cases and are concurrently receiving welfare-to-work services out of the Del Rosa TAD office. Once the program is fully implemented, all DCS social workers and TAD staff will be trained in the use of Linkages protocol, and all families who qualify will be invited to take advantage of this resource.

In January 2008, Central Region DCS social workers and supervisors who serve the 92404 zip code area

in San Bernardino received Linkages training and began recruiting existing families on their caseloads who qualify for participation in the program. In spring 2008, the project was expanded to the entire DCS Central Region and in October 2008, training began for employment services specialists in the Del Rosa TAD office.

If you have questions or suggestions concerning this program, you may contact any member of our Linkages implementation team:

Jean Texera, CWSM, Coordinator, DCS	Sandy Busby, SESS I, TAD
Jackie James, Regional Manager, Coordinator, TAD	Danielle McClain-Parks, SSP, DCS
C.J. Houston, Employment Services Manager, TAD	Elva Medrano, ESS, TAD
Kathy Watkins, Program Manager, LRU	Sandra Wakcher, Statistical Analyst, LRU
Loraine Bailor, SSSP, DCS	Paris Brooks, PSI, PDD
Dorothy Muller, SESS I, TAD	Supriya Barrows, PSI, PDD

To learn more about the Linkages Project and its successful implementation in a number of other counties, visit www.cfpic.org.

ANOTHER LIA PROJECT

The graduates of LIA 1 through 4 have developed a mentoring program for HS employees with the support of our Assistant County Administrator Linda Haugan, and her HS department heads. Mentees will have the opportunity to learn, observe and be introduced to decision-making skills, global vision/thinking, interpersonal skills and relationship building, political savvy, and organization efficiency.

To apply for this great professional development opportunity, please visit the Human Services website, click on the LIA Mentoring tab, complete the application form and electronically send it to your supervisor. Once your supervisor and manager approve your application, the manager will forward the application to the LIA Mentoring mail box.

A list of the current mentors can be found at the same location as the application.

Transitional Assistance Department Update

CalWORKs Job Fair

On September 25, 2008, over 750 individuals attended a job fair that was presented through a collaborative effort between the San Bernardino County Transitional Assistance Department and Chaffey Community College. The job fair was held at the Victoria Gardens Cultural Center in Rancho Cucamonga. The event featured employers from 76 companies representing a variety of businesses actively recruiting for vacancies in their organizations.

Job seekers had the opportunity to attend workshops on resume writing, master applications and interviewing techniques. Workshop attendees were assisted in completing job applications by County and college staff. Surveys completed by attendees showed their appreciation for the assistance provided. Applicants were impressed by the quality and diversity of the employers participating in the event.

The employers in attendance were provided information on the Work Opportunity Tax Credits offered by the state and federal government. The employers were also given

information on how they may qualify for reimbursement for on-the-job-training when they hire eligible CalWORKs recipients. Employers expressed appreciation for the well-organized event and felt that they would be able to fill many of their staffing needs through the applications that were taken at the event.

The entire event proved to be a success and was reported on by several local papers and by ABC Channel 7 News. The Transitional Assistance Department looks forward to continuing to collaborate with its many community partners and with private employers to increase the job opportunities for CalWORKs recipients.

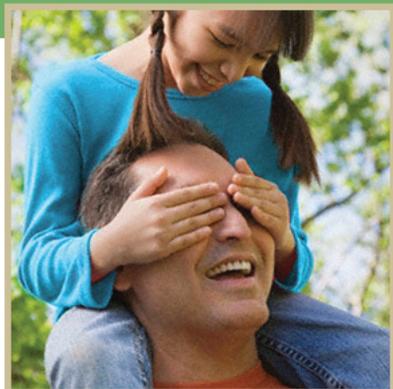


C4Yourself.com is a Success!



Para Español, por favor oprima aquí ►

- Am I Eligible?
- Open a Saved Application
- Apply for Benefits
- Log In



Am I Eligible?

[Click here](#) to find your potential Food Stamp benefits.

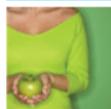
Open a Saved Application

[Click here](#) to open a saved application.

Access to Benefits. Simplified.

C4Yourself is an online application system that allows you to apply for the Food Stamp Program. This is a secured site and all your information will be private and safe.

You can send your application online to **Merced, Stanislaus, Riverside** and **San Bernardino Counties** in California. For all other counties, you can [click here](#) to print a blank application form. You can then turn your application in at your nearest [social services office](#).



Food Stamp Program

The Food Stamp Program is a Federally funded program that helps low-income people buy the food they need for good health. [Click here for more...](#)

SO WHAT'S NEXT?

TAD and the C-IV Project are committed to improving customer service via C4Yourself while creating efficiencies for TAD employees. TAD and the C-IV Project are proud to announce that in October we were awarded another grant from USDA-Food and Nutrition Service and additional grant funds to significantly enhance the capabilities of C4Yourself. With these grants we will:

- Add the ability to apply for Medi-Cal benefits via C4Yourself.
- Add the ability for customers to complete their yearly reapplication/recertification for Food Stamps and Medi-Cal via C4Yourself.
- Expand the customer-provided data by including Statement of Facts (SAWS 2) questions.
- Add a secure informational section for customers to view information about their individual case, such as worker name and phone number, application status (pending, approved, denied), current benefit amount, upcoming recertification dates, quarterly report due dates, etc.

Other County and HS departments can refer customers to the website or assist customers in completing the application online.

For more information, please contact June Hutchison at Jhutchison@hss.sbcounty.gov.

At the end of October 2007, the Transitional Assistance Department (TAD) implemented an exciting new way for customers to apply for Food Stamp benefits. As a result of a \$1 million grant from the USDA-Food and Nutrition Service, San Bernardino County and the C-IV Project created an Internet-based Food Stamp application available at www.C4Yourself.com. To date we have received over 5,000 applications for the Food Stamp program via this website.

Some interesting data about C4Yourself and E-applications:

- In the first six months TAD received about 1,000 E-applications.
- In the last six months TAD received over 3,000 E-applications.
- The most E-applications received in one month are 559 in September 2008 (last full month data available).
- Each month TAD has increased the number of E-applications received over the prior month.
- 27% of E-applications are submitted outside of normal business hours.
- E-applications can reduce TAD staff interview time by up to 50% as compared to the face-to-face application process.

Department of Child Support Services Update

CSDA Annual Training Conference

C.L. Lopez, Media Specialist

Networking with fellow child support professionals heightened appreciation and renewed passion for the child support program. Among the benefits of attending the California Child Support Director's Association (CSDA) Annual Training Conference were insightful educational training sessions.

Connie Brunn, San Bernardino County Director of Child Support Services and current president of the CSDA, presided over this year's Oct. 21 to 23, 2008, event entitled, "A New Era, A Golden Opportunity for California's Children." The theme celebrates the program's recent conversion to the Child Support Enforcement (CSE) statewide automated system. The new era will be defined by better statewide performance, mastery of the new system and new opportunities for quality service to our customers.

San Bernardino County Department of Child Support Services was represented by several individuals who attended sessions ranging from "Interview Skills for Child Support Professionals" to selected legal topics like "I'll Take Potpourri for \$200 Alex." Many of San Bernardino County's attendees presented.

Staff also donated gift baskets which were among several raffled. Countless children throughout our county will be the beneficiaries of this generosity. The San Bernardino County-based Children's Fund was the recipient of the \$14,237 raffle proceeds!

The conference left an indelible impression on all who attended. The words of these attendees are a testament to the value conferences have for individuals and the department.

"I want to thank you all for your efforts to prepare for last week's conference, and I particularly want to thank Deputy Director Laura Corral-Flores and Tamara for your

leadership. The conference was a great success. Our future as a program depends on our developing strong ties among the staff in each county and at the state. I felt that this year's conference had great content but also provided plenty of opportunities to get to know each other better"... David Maxwell-Jolly, Director, CDCSS.

"I am proud to say I was one of this year's scholarship winners. I appreciate the opportunity to attend, as well as the chance to represent San Bernardino County as a scholarship participant. Having enjoyed the conference and learned a great deal, I look forward to using the knowledge and motivation that I gained there to better serve our child support customers"...Susan Philpott, Supervising Child Support Officer, SB DCSS.

"I was able to talk and network with many great individuals from other counties, businesses and outside agencies...The closing ceremony featured a motivational speaker named David Beard who focuses on how character matters to our external and internal clients. When his speech concluded, there was not a dry eye in the room, and I am sure everyone

was calling their spouse, children, or extended family to tell them how thankful they were to have them in their lives (I know I did!). Again, I'm greatly honored to have been able to attend this year's conference; I feel I have a whole new, energized perspective on child support"...Bonnie Peck, Supervising Child Support Officer, SB DCSS.



"I believe I speak for all of us in saying that we came away from the Conference with more insight into the child support program, the wonderful work that all Counties are doing, and with a heightened sense of appreciation for our important public service. I know we also appreciated the compelling stories presented by the plenary speakers, and the sincere reaction of the CSDA Executive Director, all of whom moved us profoundly"...Jeff Schroer, Supervising Attorney, SB DCSS.

22nd Annual Children's Network Conference



Children's Network Update



Session on "Substance Abuse: Illegal Substances"



Dr. Lee presents "The Pimp and His Game"

The 22nd Annual Children's Network Conference, entitled "Protecting our Vulnerable Youth: Strengthening Families, Systems, and Communities," was held September 3 and 4 at the Ontario Convention Center. Over 600 participants attended the 60 workshops offered on topics concerning children's health and behavior, substance abuse, foster youth services, parenting skills, assessment tools and more.

This year's conference featured two prestigious keynote speakers who shed light on and fight selflessly for the rights and safety of America's children.

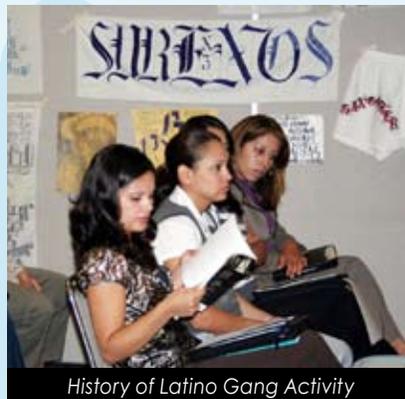
Chris Hansen, an Emmy Award winning correspondent for NBC News' Dateline, began his breakthrough investigative reporting on online sexual predators in September 2004. Eleven dramatic hidden camera investigations exposed over 250 men who targeted young teenagers over the Internet.

Chris Hansen has become a nationally known authority on protecting children from child predators, and has recently testified before Congress. His work also extends to investigative reports on child sex trafficking in Cambodia for which he went undercover in a dramatic mission to rescue some of the children. Hansen's

varied reports have stirred interest in both national and international children's issues.

The second keynote speaker abandoned a promising career as a scholar and social policy expert in 1979 to rescue America's children from the ravages of street prostitution. Dr. Lois Lee opened the first drop-in center for children in

Hollywood in 1981, and in 1992 opened the Children of the Night home, now considered a prototype for programs dealing with child prostitution. Her humanitarian work has been recognized through several avenues including receipt of the National Caring Award and a permanent memorial portrait in the Frederick Douglass Museum and Hall of Fame for Caring Americans in Washington, D.C. After her keynote address, Dr. Lee also presented two workshops that were filled to capacity.



History of Latino Gang Activity

Next year's conference is scheduled for September 23-24, 2009, at the Ontario Convention Center and will feature

keynote speaker Andrew Bridge, author of Hope's Boy, a biography of his life in the foster care system in Los Angeles. Please save the dates with more information to follow.



Amy Cousineau, Chris Hansen,
Rebecca Stafford and Judge Slough



OCTOBER Nighett Ahmed

Division Manager, Preschool Services Department

Nighett has been a model employee with the Preschool Services Department (PSD) for over 15 years in various capacities. She has been a teacher, site supervisor, area coordinator and is currently the Division Manager of PSD's Children Services Division, with responsibility for the overall operations of all PSD sites countywide.

As such, she demonstrates a unique understanding of the department's mission, vision and goals, and displays exceptional leadership skills and mentoring abilities. She shares ideas and information with others in a way that enables them to see their part in "the big picture," and leads by example. Nighett is a self-starter who is dedicated and solution-oriented. Her positive can-do attitude is empowering to both her peers and subordinates and her servant leadership mentality makes her one of the most respected employees of the department. Over the past few years, Nighett has been assigned many challenges by PSD Administration, and she has approached each one with great enthusiasm. Under her leadership, PSD has significantly improved child safety, school readiness efforts, services to children with special needs and compliance with state and federal regulations.



NOVEMBER TINA KEALOHA

Eligibility Worker III, Transitional Assistance Department

Tina has been employed with the County since 1996 and currently works as an Eligibility Worker III in the Region 3 resource unit. She is responsible for training and mentoring new employees, ensuring case accuracy, attending to policy questions and other special assignments. Tina sets a high standard for herself and expects the same from her peers and the staff with whom she works. Her leadership skills are demonstrated daily. Recently she was given a project in which she was asked to monitor several of our customers' cases whose benefits were delayed.

he was able to organize and prioritize these cases in order to provide the best service available to our public, setting a standard of excellence for herself and her team. Tina is an employee who has the vision of excellence and her staff strives to share the same vision.



DECEMBER Henry Rosier

Veterans Service Representative I, Veterans Affairs

Henry has worked with the Department of Veterans Affairs for two years and has proven himself to be a hard working and highly capable individual. Before joining the County, Henry worked for more than 35 years in the U.S. Department of Veterans Affairs as a Veterans Benefits Counselor, Public Contact Unit Supervisor and Fiduciary Unit Field Examiner. Henry is a decorated U.S. Army veteran who served with the 101st Airborne Division in Vietnam. He is an inspiration to everyone with whom he comes in contact, and he is especially admired by our combat-wounded veterans.

Henry always has a cheery attitude and a big smile when interacting with co-workers, our veterans and their families. His motivation and eagerness to help his clients is evidenced by his genuine warmth and helpful attitude. In addition to being a dedicated County employee, Henry is a single parent of a 10 year old boy. He takes a very active role in his son's life, spending many hours each week coaching his athletic teams and supporting his academic interests.

Employee of the Month

The following employees received service pins at the Board of Supervisors meeting held September 16, 2008. Each employee has served the County for 20 years or more.

We extend our congratulations to the following employees:

40 Years of Service



Nicolet Carty
TAD

Gerald Brassfield
Central Files – Retired

30 Years of Service



Martha Arredondo, TAD

25 Years of Service



Mary Gonzales, DAAS

20 Years of Service



Left to right: Laura Coffey, PID; Ronda Buchanan, TAD;
Paula Peterson, TAD

Everyday
Employees...
Extraordinary
Work

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 6 and featured 45 County employees. This year seven Human Services employees were among those recognized. Following are highlights on three of these employees.



Vicky Kosmala, Payroll Specialist with DCSS

Vicky provides exceptional technical expertise with a personal touch of care and concern so genuine that she makes everyone feel like the most important person in the department when she assists them. Her caring and meticulous attention to details fosters confidence and a sense of belonging that is very welcoming to newcomers. During the EMACS transition, Vicky was unwaveringly upbeat, patient and helpful while receiving constant phone calls and visits from line staff to executive staff desperate for her assistance during the first few transition months. Vicky constantly goes the extra mile to resolve issues, often before anyone else is aware there is a problem. Co-workers have referred to her as the "mom" of the department.

Joyce Douglas Office Assistant III with DCS

Joyce is the "negotiables" clerk and the regions' Campership Coordinator ensuring foster children can attend summer camp. Her protocols for Victorville's program were adopted department-wide, resulting in the development of the entire department's Campership program. She trains clerical staff in other regions concerning the Campership program and volunteers for the annual Independent City event. Joyce goes the extra mile to accomplish all of her responsibilities and is always courteous and helpful with the public and staff alike.



Veronica Diez, Office Assistant III with VA

Veronica received this award for her excellent attitude and hard work in support of the department's mission. She is a first-rate employee who consistently provides the highest quality customer service. She has received numerous commendations from satisfied customers. For several years she has also represented Veterans Affairs with Spanish language interviews on Radio Mexico regarding department services. Her exceptional character, strong work ethic, and overall professionalism make her an outstanding role model for other employees to emulate. Veronica represents the highest qualities of public service.





Bill Moseley, *Director*

Veterans Affairs Update

Veterans Benefit Workshops

The recent protracted conflicts in Iraq and Afghanistan have required our troops to be deployed multiple times causing not only an increased rate of physical injury but emotional problems as well. The suicide rate for our troops is approaching nineteen per one hundred thousand which is the highest it has ever been in history. We are learning too that veterans returning home from Iraq or Afghanistan who experience trauma and family stress also are at risk of homelessness.

The stigma associated with mental illness is a particularly significant barrier to mental health services for veterans and families alike.

However, research has shown that with early intervention and treatment, individuals can be diverted from destructive behaviors and from institutionalized programs such as prison and mental health facilities and guided towards recovery to lead successful and productive lives.

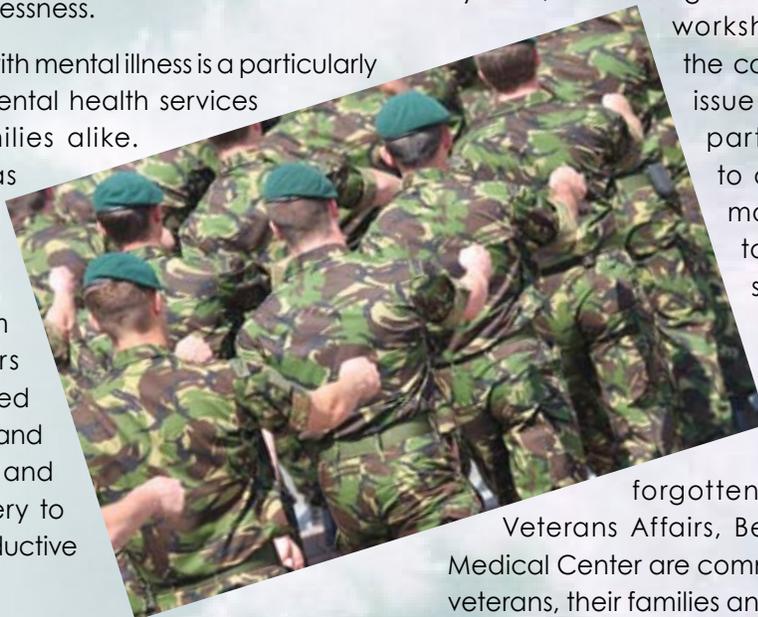
Recent studies reveal that nearly a third of the current-conflict veterans seeking care through U.S. Department of Veterans Affairs health care system are diagnosed with a mental health disorder. With more and more soldiers returning from Iraq and Afghanistan with mental health concerns, Veterans Affairs recognizes the need for increased services for veterans and their families and for greater outreach to inform them of available benefits and services.

Recognizing a relationship between Post Traumatic

Stress Disorder (PTSD), Traumatic Brain Injury (TBI) and negative social behaviors and related consequences in our communities, we are working to address these topics from the perspective of health care professionals, veterans and their family members.

The County Departments of Veterans Affairs and Behavioral Health, in partnership with the Loma Linda VA Healthcare System, have begun a series of veterans' benefit workshops in communities around the county (See related article in this issue of HS Connection). Providing participants information on how to access veterans benefits (e.g., monetary/educational) and how to obtain other important local services, the workshops also provide dinner, social interaction and networking opportunities.

Perhaps one of the greatest casualties is the feeling of being forgotten. To overcome this casualty, Veterans Affairs, Behavioral Health, and the VA Medical Center are committed to educating our military, veterans, their families and the community members with whom they interact.



Veterans Affairs and DBH Host an Information Fair for Vets

Sally Gibson, Executive Secretary



Lewis Library and Technology Center, Fontana

Six soldiers receive promotions

County mental health staff, community-based clinicians, and members of the clergy may often be the first to see veterans or their family members who are in crisis as a result of traumatic military experiences. With the exception of significant-other support groups at vet centers or VA medical centers, information for and about veterans, their families and the serious issues they face is generally unavailable.

In an effort to bridge this information gap, the Department of Veterans Affairs, the Department of Behavioral Health and the Loma Linda VA Healthcare System have developed a program geared toward veterans, their families and members of medical and faith-based organizations.

The first of these "Veterans Information Fairs" was held October 16 at the Lewis Library and Technology Center in Fontana. The event began with a complimentary barbeque sponsored by Stater Bros. Markets and prepared by the Fontana City Fire Department. During this time, guests browsed the numerous vendor booths representing local, state and national organizations including, among others, San Bernardino County Departments of Veterans Affairs, Behavioral Health, Workforce Development, Preschool Services, Transitional Assistance, and Aging and Adult Services; California Departments of Employment Development, Veterans Affairs and Rehabilitation; the U.S. Department of Veterans Affairs; and veterans service



A soldier and his family enjoy the barbeque and great weather



Fontana City Fire Fighters man the grill

Veterans Affairs and DBH Host an Information Fair for Vets



Cid Nazir, M.D.,
VA Loma Linda Healthcare System



Supervisor Josie Gonzalez
warmly greets participants



Bill Moseley welcomes guests

organizations including Veterans of Foreign Wars (VFW) and The American Legion. More than 100 members of the community participated in this part of the event. After dinner, complimentary licensed child care was available for families with children, leaving their parents free to attend the presentation portion of the event, which was limited to the 80 people who had pre-registered for the event.

County Veterans Affairs Director Bill Moseley introduced himself, welcomed the group and briefly described the background and purpose of this event. Mr. Moseley then introduced Fifth District Supervisor Josie Gonzalez, who was on hand to personally address those in attendance.

Presentations included personal testimony from veterans suffering with post-traumatic stress disorder (PTSD) and traumatic brain injury (TBI). After the PTSD testimonial, Dr. Dennis Bull from the VA Loma Linda Healthcare System gave a short lecture on signs, symptoms and treatment of PTSD. This was

followed by the TBI testimonial, after which Dr. Cid Nazir, also from the VA Loma Linda Healthcare System, gave an interesting presentation on causes and outcomes of TBI. The last presenter of the evening was Debbie Simpkins, who gave a moving talk about her experience as the wife of a Vietnam veteran diagnosed with PTSD.

Guests were asked to complete an event evaluation form before leaving. Overall, the evening was a great success, as was demonstrated by the numerous positive responses received on the evaluation forms. Future Information Fairs are planned for each of the supervisorial districts, and will incorporate some of the suggestions made by those attending this first-in-a-series event.



Those in attendance help out by completing evaluation forms.

6th Annual Celebrating Seniors Healthy Aging Fair

The Department of Aging and Adult Services and Fifth District Supervisor Josie Gonzales hosted the 6th Annual Celebrating Seniors Fair Wednesday, September 24 at the National Orange Show Events Center. The fair brought in 1,500 event participants for a day filled with physical activities, vendors, entertainment, lunch, information on a healthy lifestyle and more.

The morning began with a light breakfast and stretching exercises led by 24-Hour Fitness trainers in preparation for the fitness walk. Participants quickly rounded the track to cross the finish line where they were met by Supervisor Josie Gonzales and DAAS Director Colleen Krygier who both handed out medals.

When the doors to the vendor area opened, seniors anxiously grabbed their County of San Bernardino Green Bags donated by Supervisor Gonzales and scurried to each vendor, collecting information and signatures verifying their visit. In an effort to expose seniors to activities they could safely do in their own homes, demonstrations were held on chair exercises, Tai Chi moves, massages, and Nintendo Wii games.

While enjoying a hearty lunch, Supervisor Josie Gonzales, Assembly Member Wilmer Amina Carter and San Bernardino Mayor Patrick Morris addressed the audience



1,500 seniors enjoy a full course meal



Supervisor Gonzales places medal on walk participant



Seniors exercise with 24-Hour Fitness

with words of encouragement on living a healthy and active lifestyle, and the services that are available throughout the county to assist them.

The event was sponsored in part by: Supervisor Josie Gonzales, Southern California Gas Company, Senior and Disabled Fund of San Bernardino County, Inland Empire Health Plan, Visiting Nurses Association, Kaiser Permanente, AARP, Sierra Aviation, 24-Hour Fitness, Calvary Chapel Christian School and San Bernardino County's Fleet Management, Sheriff's Department, Public Works and Public Authority.

The next fair will take place in the Victor Valley area early next year.



Seniors learn how to play Nintendo Wii games



Seniors visiting the vendors

Grammatical Gaffes . . . are you guilty?

Contributed by Peggy Dillaman, PERC Proofamatics instructor

How well do you know your grammar? The following is a rule taken from *The Gregg Reference Manual* – a rule that is frequently broken. See if you're guilty of this grammatical goof-up.

RULE #1101

Affect – effect

Affect is normally used as a verb meaning “to influence, change, assume.” **Effect** can be either a verb meaning “to bring about” or a noun meaning “result, impression.”

- The court's decision in this case will not *affect* (change) the established legal precedent.
- She *affects* (assumes) an unsophisticated manner.
- It is essential that we *effect* (bring about) an immediate improvement in sales.
- It will be months before we can assess the full *effect* (result) of the new law.

NOTE: In psychology, *affect* is used as a noun meaning “feeling, emotion,” and the related adjective *affective* means “emotional.” Because of the limited context in which these terms are likely to be used with these meanings, it should be easy to distinguish them from *effect* as a noun and the related adjective *effective*.

- We need to analyze the *effects* (results) of this new marketing strategy.
- We need to analyze the *affects* (emotions) produced by this conflict.
- Which technique is *effective* (capable of producing the desired results)?
- Let's deal with the *affective* (emotional) factors first.

Bring – take

Bring indicates motion toward the speaker. **Take** indicates motion away from the speaker.

- Please bring the research data with you when you next come to the office.
- Please take the enclosed letter to Farley when you go to see him.
- You may take my copy with you if you will bring it back by Friday.

Anyway – any way

- Anyway (in any case), we can't spare him now.
- If we can help in any way (by any method), please phone.

Complementary – complimentary

Complementary means “serving to complete” or “mutually supplying what each other lacks.” **Complimentary** means “flattering” or “given free.”

- Our top two executives work so well as a team because they bring complementary skills and expertise to their jobs.
- The CEO had many complimentary things to say about your sales presentation.
- May I get a complimentary copy of your new book?

Ensure – insure – assure

Ensure means “to make certain.” **Insure** means “to protect against loss.” **Assure** means “to give someone confidence”; the object of this verb should always refer to a person.

- I want to *ensure* (make certain) that nothing can go wrong tomorrow.
- I want to *insure* this necklace (protect it against loss) for \$5000.
- I want to *assure* you (give you confidence) that nothing will go wrong.



Schedule of DAAS/DCS Classes

Offerings for January - March 2009

DAAS Employees Only

Class Name	Date	Locator #	Fee	Time
Get Acquainted with DAAS – San Bernardino	02/04/09	23870	n/a	9:00 - 3:00
Ethics and Professional Boundaries – San Bernardino	02/11/09	23872	n/a	9:00 - 12:00
DCS Employees Only				
Mental Health Issues In Child Welfare - Carousel Mall	01/13/09	24172	n/a	9:00 - 4:00
Mental Health Issues In Child Welfare - Victorville	01/15/09	24173	n/a	9:00 - 4:00
Mental Health Issues In Child Welfare - Lion Center	01/21/09	24174	n/a	9:00 - 4:00
Mental Health Issues In Child Welfare - Victorville	01/27/09	24175	n/a	9:00 - 4:00
Mental Health Issues In Child Welfare - Carousel Mall	01/29/09	24176	n/a	9:00 - 4:00

Pre-registration is required for the classes listed in this announcement; to register call (909) 388-4110. Approved Education Assistance Proposal (EAP) must be received prior to the start of the seminar. For additional information, please contact PERC at (909) 420-6400.

The new 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/>

Training locations:

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

PERC - Victorville
 17270 Bear Valley Rd., Suite 107

Carousel Mall - San Bernardino
 295 Carousel Mall

DCS - San Bernardino
 1504 Gifford Avenue

Lion Center West - Rancho Cucamonga
 9161 Baseline Road





Schedule of Classes

Offerings for January - March 2009

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

Class Name	Date	Locator #	Fee	Time
Coping With Difficult People- <i>National Univ.</i>	1/6/09	25006	\$65	8:30 - 12:30
Excel 2003 Introduction	1/7/09	25522	\$115	8:30 - 4:00
Success In The People Zone - <i>HS Only - Victorville</i>	1/8/09	25102	n/a	8:30 - 4:00
Thank You For Calling - <i>National Univ.</i>	1/8/09	25010	\$65	8:30 - 12:30
CPR/First Aid	1/8/09	25534	\$65	8:30 - 4:00
Serving A Diverse Community - <i>HS Only</i>	1/13/09	25103	n/a	1:00 - 4:00
Workplace Philosophy: What does love have to do with it? - <i>HS Only</i>	1/13/09	25104	n/a	8:30 - 12:00
Excel 2000 Introduction - <i>Victorville</i>	1/14/09	25523	\$115	8:30 - 4:00
Serving A Diverse Community - <i>National Univ.</i>	1/14/09	25012	\$65	8:30 - 12:30
The Essentials of Grammar, Punctuation and Spelling	1/15/09	25570	\$125	8:30 - 4:00
Word 2003 Introduction	1/20/09	25524	\$115	8:30 - 4:00
Training For Maximum Impact - <i>National Univ.</i>	1/21 & 1/22/09	25013	\$185	8:30 - 4:00
Access 2003 Introduction	1/22/09	25525	\$115	8:30 - 4:00
Choose Your Battles - <i>HS Only - Victorville</i>	1/28/09	25105	n/a	8:30 - 12:00
Time Management - <i>HS Only - Victorville</i>	1/28/09	25106	n/a	1:00 - 4:00
Public Speaking Without Fear - <i>HS Only - Victorville</i>	1/29/09	25107	n/a	8:30 - 4:00
Public Speaking Without Fear - <i>National Univ.</i>	2/3/09	25108	\$115	8:30 - 4:00
Workplace Philosophy: What does love have to do with it? - <i>National Univ.</i>	2/4/09	25109	\$65	8:30 - 12:30
Excel 2003 Intermediate	2/5/09	25526	\$115	8:30 - 4:00
Proofamatics (Four half-day sessions)	2/9 - 2/12/09	25533	\$115	8:30 - 11:30
Success In The People Zone - <i>National Univ.</i>	2/10/09	25122	\$115	8:30 - 4:00
So, You Think You Want To Be A Supervisor? - <i>National Univ.</i>	2/11/09	25123	\$115	8:30 - 4:00
Excel 2000 Intermediate - <i>Victorville</i>	2/11/09	25527	\$115	8:30 - 4:00
Interview And Test Taking Skills - <i>National Univ.</i>	2/12/09	25124	\$115	8:30 - 4:00
Outlook 2003 Introduction	2/17/09	25528	\$115	8:30 - 4:00
Word 2003 Intermediate	2/18/09	25529	\$115	8:30 - 4:00
Choose Your Battles - <i>National Univ.</i>	2/25/09	25125	\$65	8:30 - 12:30
Time Management - <i>National Univ.</i>	2/25/09	25126	\$65	1:00 - 4:00
CPR/First Aid	2/25/09	25535	\$65	8:30 - 4:00
Training For Maximum Impact - <i>HS Only</i>	3/3 & 3/4/09	25259	n/a	8:30 - 4:00
PowerPoint 2003 Introduction	3/4/09	25530	\$115	8:30 - 4:00
Serving A Diverse Community - <i>HS Only</i>	3/9/09	25166	n/a	8:30 - 12:00
Serving A Diverse Community - <i>HS Only</i>	3/9/09	25173	n/a	1:00 - 4:30
Service Is An Attitude - <i>National Univ.</i>	3/11/09	25260	\$115	8:30 - 4:00
So, You Think You Want To Be A Supervisor? - <i>HS Only</i>	3/24/09	25261	n/a	8:30 - 4:00

Class Name	Date	Locator #	Fee	Time
Freedom Film Festival: Serving Diverse Customers - <i>HS Only</i>	3/25/09	25262	n/a	8:30 - 4:00
Interviewing And Test Taking Skills - <i>HS Only</i>	3/26/09	25263	n/a	8:30 - 4:00
Outlook 2003 Intermediate	3/26/09	25531	\$115	8:30 - 4:00
PowerPoint 2003 Intermediate	3/31/09	25532	\$115	8:30 - 4:00
Success In The People Zone - <i>HS Only</i>	3/31/09	25264	n/a	8:30 - 4:00
Supervisors-only Class:				
Fundamentals of Supervision I – <i>National Univ.</i>	1/13, 1/14, 1/21, 1/27, 2/3/09	25539	\$650	8:30 - 4:00
Supervisors-only Class:				
Fundamentals of Supervision II – <i>National Univ.</i>	2/24, 3/3, 3/10*, 3/24, 3/31/09*	25540	\$785	8:30 - 4:00
*3/10 and 3/31 are half days				
Managers-only Class:				
Fundamentals of Management I – <i>National Univ.</i>	1/8, 1/15*, 1/22, 1/29, 2/5/09	25537	\$695	8:30 - 4:00
*1/15 is a half day				
Managers -only Class:				
Fundamentals of Management II – <i>National Univ.</i>	2/26, 3/5, 3/12, 3/19*, 3/26/09	25538	\$745	8:30 - 4:00
*3/19 is a half day				

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 new 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