

Human Services Connection

CN • DAAS • PSD • DCS • DCSS • PERC • TAD • VA



Administrator's Message



Carol Anselmi

Here we are at the end of another year. I don't know about you, but it passed very quickly for me. This has been a very intense year for every department within HSS. Budgets, automation conversions, program improvements, self-analysis, reorganizations, and program growth have been occurring throughout the organization. I have to say that despite the resulting turmoil and heavy workload throughout HSS, you have all managed to be productive, professional and progressive. And I thank you sincerely for all of your

efforts. I am looking forward to the HSS Annual Report because we have many good things to share.

To all of you working through the C-IV issues, I know that it has been a rocky road. Implementing such a massive program is never easy but try to hang in there while we get the bugs out. I sincerely believe we will be significantly better off by the end of the year. I appreciate your patience and your hard work. The same goes for those of you who interface with the C-IV system to do your work.

To those of you who work directly with our customers, thank you for your willingness to help. Thank you for your sensitivity to their needs and all of your effort to make their lives better. I cannot imagine where we would be if these valuable services were not available.

During the holidays, I always like to take quiet time to clean up my office and think about my plans for the next year. It is a good time to reflect on what I have accomplished over the last year and what I can do better. I recommend you also take the time to examine your direction. In our day-to-day business, we sometimes forget to do that. This can be an opportunity to set goals in both our personal and professional lives. Not setting goals is like driving around with no destination in mind. You never know where you might end up and you might not like it when you get there. Our goals don't have to be big to be important. They just need to be something we want and are willing to put forth effort to achieve.

My best wishes to all of you for a safe and fun holiday season. See you in 2005. ■

Carol L Anselmi

ASSISTANT COUNTY ADMINISTRATOR
HUMAN SERVICES SYSTEM

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Monique Thomas

Happy Holidays!! I cannot believe that we have reached the end of the year, 2004 seems to have flown by. The end of one year and beginning of the next always ushers in many changes. In fact, the *Connection* will be experiencing a few changes. Long-time contributing writer Carlos Cervantes is retiring early next year. He writes about this on page 4. Roddy Padilla, the graphic artist who handles the layout and design for the *Connection* will also be moving on. I thank you both for your invaluable contribution to this publication. I wish you the best on all of your future endeavors. ■

Monique Thomas
HUMAN SERVICES SYSTEM



HSS Employee of the Month

Jack Acker – Performance Education & Resource Centers (PERC).

Jack Acker is a Training and Development Specialist at the PERC.

He began his County career in 1979 as a Staff Development Assistant in the Department of Social Services. He was responsible for developing the first Supervisor Development Program for that department. In 1990, he retired from the County but returned in 1993.

Acker has an MBA from Harvard University. He also had a long and distinguished career in the Air Force. Prior to working for the County, Acker worked as instructor at Crafton Hills College and the University of California of Riverside and a consultant in private industry. Jack Acker is a light-hearted, dedicated professional with a wealth of experience and a sharp sense of humor. He is always available to provide program knowledge and/or an insightful anecdote to staff. With expertise in everything from leadership to communication strategies, Acker is a valuable resource at PERC.

Acker and his better half Chris enjoy art, travel and fine wine. He has a son who lives in the Midwest and works in the hospital administration field. Jack also has two adult grandchildren. ■

Human Services Connection

News Deadlines and Publication Dates

First Quarter	
News Deadline.....	January 5
Publication Date	March
Second Quarter	
News Deadline.....	April 7
Publication Date	June
Third Quarter	
News Deadline.....	July 7
Publication Date	September
Fourth Quarter	
News Deadline.....	October 6
Publication Date	December

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Monique Thomas
Assistant Communication Specialist

Layout and Design

San Bernardino County
Printing Services Department
Roddy Padilla



Jim Pesta

What More Can I Do?

A few weeks ago, a colleague asked me regarding ethics, “*What more can I do?*” The person went on to say, “*I’m truly dedicated to my work here at the County. I believe in sound public service and ethics. I work hard in providing that service and I’m committed to remaining ethical in the things I do. So, what more can I do?*”

As our conversation continued, we looked at several things one might do in answer to the question, “*What more can I do?*” At the end of our conversation, we both agreed the results of our brainstorming might just make a good article for this column. So, here’s some of what we came up with:

- **Remain updated relative to national, state and local news.** Look for trends and issues related to ethics in the articles we read and the broadcasts we listen to and view.
- **Reflect each week on the questions -** *How can I do better? How can I be better? What have I learned this week to help me improve?* No one of us is perfect and we can all improve. Remain open to input from others about the mistakes we’ve made and the things we can do better. Each day is a new learning opportunity.
- **Focus on being a role model.** Whether we always realize it or not, each of us is a role model for those around us. Sometimes the seemingly simplest things we do can have a significant influence on those we encounter each day.
- **Review resources relating to ethics on a periodic basis.** One example includes visiting the [Ethics Resource Office intranet site](#). There’s a wealth of information available there on ethics and public service. I’ve heard from some County staffers that they mark their calendars and, on a monthly basis, visit and review one part of the site. Access

is available via *Countyline* and the *Human Services Systems intranet site*, or just click on the link above.

- **Share what we find and learn with others.** When we find a particularly interesting article or resource, share it with co-workers, friends and family members. (Again, our Ethics Resource Office intranet site has some great materials.)
- **Attend or arrange for a presentation on ethics.** The Ethics Resource Office is available to provide presentations at staff meetings, employee groups and to community organizations here in the County. Perhaps having a presentation on ethics at an upcoming staff meeting or for a community organization you belong to would be a good avenue to explore.
- **Embrace ongoing education and development.** Enroll in a class, seminar or program that includes a component on ethics. Examples include the *Management Leadership Academy and Fundamentals of Supervision* programs at PERC. They, and other courses offered, provide wonderful and comprehensive opportunities to further develop professional skills and abilities. Invest in your future and take a few moments to visit the [PERC intranet site](#).

Finally, while last but certainly not least, we thought the words of Helen Keller brought our list to a sound conclusion: “*I am only one but still I am one. I cannot do everything but still I can do something. I will not refuse to do the something I can do.*” ■

.....

As always, if you’re not sure whom best to contact, or if you’re feeling hesitant about bringing an issue forward, contact me directly at jpesta@hss.sbcounty.gov or ethics@hss.sbcounty.gov or (909) 381-7960.

Jim Pesta
ETHICS RESOURCE OFFICER



Department of Children's Services Update



Carlos Cervantes

Hi Everyone,

I hope this time of the year finds you in reasonably good health and with family and friends.

This past fall, the California State Care Providers held their annual conference in Palm Springs. The two-day event featured excellent training for foster/kinship parents and agency personnel who care for and work with children. The training covered a wide range of interests including: raising adoptive foster teens, information about children of domestic violence and caregiver legislation.

At the conference luncheon, attendees networked and celebrated the caregivers and social workers honored for providing outstanding service to children in the Southern California area. Our own **Arline Edwards**, supervisor for foster/adoptive recruitment and the independent living program was presented with a plaque in recognition of her outstanding work with families and children in the county. **Congratulations Arline!**

Also this fall, the new Juvenile Dependency Court building opened!! There are spacious courtrooms and 10 staff/client interview rooms. There is also a beautiful well-stocked children's playroom. This is truly a welcomed addition to the child welfare system in San Bernardino county.

Lastly and on a personal note, this will be my last article for the Human Services *Connection*. I will retire the early part of 2005 after 30 years of government service. I started back in 1974 with the Probation Department/Juvenile Hall, moved on to the Public Health Department/Family Planning Program and my last stop is here at the Department of Children's Services.

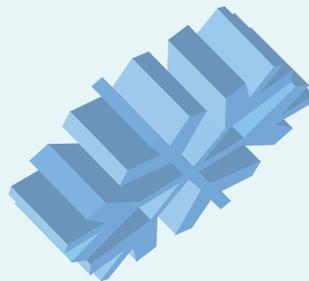
In 1991, Community Relations Officer Pat Wolff (now retired) asked me to write articles for the departmental newsletter. With my pen and camera, I jumped on the opportunity. I responded with agency news and human-interest stories. Pat and now Monique Thomas, the current editor for the *Connection*, have made it interesting and fun.

I will miss everyone. Our collective work does make a difference in the community. ■

Adios
Feliz Navidad,

Carlos J. Cervantes

OMBUDSMAN
RECRUITMENT COORDINATOR
FOSTER/ADOPTIVE PARENTS
1-800-722-4477



Children's Fund Update



Rebecca L. Stafford

Since we have many new faces in our HSS family, I wanted to take a moment and reacquaint you with Children's Fund. We

are a County of San Bernardino non-profit entity whose role is to provide services to children in need throughout the County. Because of our unique public/private partnership and the generous support of the County in

funding our administrative costs, 100% of the monies raised goes towards the support of the County's "at-risk" population of children.

Through our **Daily Referral Program**, case managers and social workers within the 19 agencies of the Children's Network are able to access our financial resources. This very gifted group of individuals serves as our extension to the community. It is through them that we too can touch the lives and hearts of so many vulnerable children. In the words of and from the hearts of the children we serve:

We, the Children of San Bernardino County, would like to thank you for everything you have done for us. By donating your time and money we have all received the things we need to make life better for us. Thanks to you, last year we received:

- ♥ 810 cribs and beds, so that we can sleep soundly at night
- ♥ And \$160,000 in clothing, so that we don't have to go to school in clothes that don't fit

- ♥ You helped 431 families with rent & utilities, so that we don't live without adequate shelter
- ♥ You have given us 88,000 toys, so that we too have something to open on Christmas morning
- ♥ And 113 refrigerators to keep our food and formula fresh
- ♥ You have given 1160 of us school supplies and backpacks
- ♥ You have sent 100 of us to the dentist and 20 of us to the eye doctor, so that we can ...

♥ Smile...

♥ See ...

♥ Live!

- ♥ You gave us someone to cuddle, when you passed out 1600 teddy bears
- ♥ 32 of us have received car seats, so that we are now safe in the backseat of mommy's car

And most importantly, you have made a difference in the lives of 40,000 kids living in San Bernardino County, simply by giving from your heart!

Thank You From All of Us, Abigail, Bart, Chelsea, Daniel, Ella, ... ■

*Until next time,
Rebecca L. Stafford
EXECUTIVE DIRECTOR*



Everyday Employees... Extraordinary Work



Service Pins

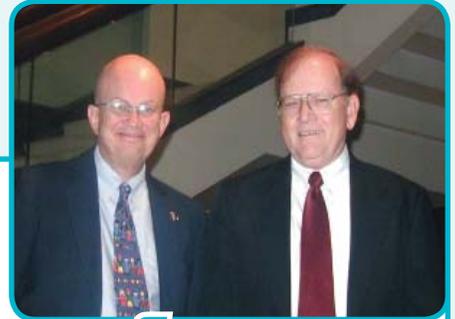
The following employees received service pins at the Board of Supervisors meeting held Tuesday, November 9, 2004. Each employee has served the County for 20 years or more. ■

* *We extend our congratulations to the following dedicated employees* *



35 Years of Service

Konnie Zaharopoulos, DAAS



30 Years of Service

From left to right: **Carlos Cervantes, DCS**; **Kent Paxton, CN** and **Rich Kehoe, ASD**



20 Years of Service

From left to right: **Sally Richter, DCS**; **John McDonald, PID**; **Sandy Sossie, Auditing**



Bill Moseley, VA



25 Years of Service

From left to right: **Lesa Clayton-Griener, DCS**; **Lorraine Williamson, DCS**

***Not Pictured:** **30 Years** – **Alice Lindley, TAD**
20 Years – **Linda Humphrey, TAD**; **Linda Nevares, TAD**; **Tina Sides, DCSS**

CONTINUED ON NEXT PAGE

Everyday Employees... Extraordinary Work



Public Service Recognition

Chuck Bruington – Department of Children’s Services

Chuck Bruington is the Assistant to the Director of DCS. He has worked for the County for over 32 years. Bruington is a supportive, knowledgeable and effective presence who finds solutions when none seem possible. His quiet efforts in the background have led to the success of many DCS projects and tasks. Though Bruington is unassuming about his valuable work, his department views him as the “go-to” guy who can be counted on to get the answer to just about any question. Bruington’s positive attitude and willingness to help make him the consummate team player.

“I really appreciate this award, but I feel that a lot of people deserved it more than I did,” Chuck said modestly. “I just feel fortunate to work where I do. From clerical staff to line staff and management, the work that the people do in this department is incredible! We are helping children and families and I’m very honored to be a part of that.”

Chuck is an avid golfer and enthusiastically participates in many charity golf tournaments, including the Ed Ciabattini Memorial Golf Tournament, and the General LeMay Foundation Tournament. ■



Paulette Finneseth – Department of Aging and Adult Services

Paulette Finneseth is a Supervising Social Worker at DAAS. She began her career with the County 36 years ago as a social worker and has been a supervisor for the last 23 years. She currently supervises staff in Adult Protective Service (APS), Senior Information and Assistance (SIA) as well as In Home Support Services (IHSS).

Paulette Finneseth’s skill, ability and program knowledge have made her a valuable asset to DAAS. She will take on whatever tasks are necessary to assist her staff and to provide the best possible service to customers.

Paulette Finneseth exemplifies the model supervisor. She has gained a tremendous amount of knowledge and is able and more than willing to share that knowledge with her staff, peers and others. She will, without hesitation, insure that whatever needs to be accomplished to serve the client is completed.

Finneseth is respected by subordinates, peers, and management of DAAS, as well as staff in other agencies with whom she comes into contact. When asked about receiving Award for Excellence, she said, “It was a good feeling to be recognized in that way. You work hard and it’s nice that someone appreciates it.” ■



Children's Network Update



Susan Melanson

18th Annual Children's Network Conference, "Connecting the Pieces; Family Violence, Substance Abuse and Children At-Risk."

We are thrilled that more than 500 professionals and parents joined us for the 18th Annual Children's Network conference on Wednesday, September 29, and Thursday, September 30, at the Ontario Convention Center.

On opening day, keynote speaker Dr. Ira Chasnoff, M.D. set the tone to begin implementation of his medical model in San Bernardino County. Dr. Chasnoff is one of the nation's leading researchers in the field of maternal drug and alcohol abuse during pregnancy. He studies the effects of substance abuse on the newborn infant and developing child. Attendees gave Dr. Chasnoff high marks on his presentation and were energized to learn more from presenters offering 49 workshop topics during the two days.

Wednesday's lunchtime speaker was Dr. Bill Michaelis, a professor at San Francisco State University and Director of Children Together, an international leadership training organization. Dr. Michaelis entertained the audience with his

interactive, witty and fun exercises designed to remind us all to take care of ourselves. "Angels fly because they take themselves lightly. The shortest distance between two people is laughter." Michaelis told the audience. His energy filled the ballrooms and left our audience ready to take on the afternoon!

Thursday morning, the audience was mesmerized by Father Gregory Boyle, a Jesuit priest who is the founder and director of Homeboy Industries/Jobs for a Future. These industries were created to provide at-risk youth and those recently released from detention facilities assistance with job placement, tattoo removal, counseling, community service opportunities and case management services. Father Boyle is a warm, caring man with a tremendous sense of humor. The audience laughed with him, and cried at his stories of young men and women lost to street violence; young people he came to know and love. Through his master storytelling, he has the ability to take the audience with him into the pain of these young people's lives. Father Boyle teaches his youth and his audiences that "you are exactly what God had in mind when he created you."

Due to the success of this two-day conference, we will again offer two days on September 21 & 22, 2005. Watch for announcements and plan to attend! The success of the conference is achieved through your attendance. ■

Susan Melanson
ASSISTANT NETWORK OFFICER



Vendor Section

Dr. Ira Chasnoff



Dr. Michaelis



Dr. Michaelis
leads activity



Audience participates in **Dr. Michaelis'** activity.

HSS and the Courts Celebrate Opening



The County's Juvenile Dependency Court has moved from trailers to a state of the art building at 850 East Gilbert Street in San Bernardino.

The September 20 opening was commemorated with a 1-hour dedication ceremony held on October 7, 2004. The event included the ribbon cutting ceremony and a tour of the facility, plus performances by the Pacific High School Marching Band and California Elementary School Children's Choir. Presiding Judge Peter H. Norell of Superior Court of San Bernardino officiated the ceremony.

"This is a day for the children," Judge Norell said. Though the new building is primarily a joint venture between Superior

Court and DCS, many other County entities were involved including Board of Supervisors, County Administrative Office, Sheriff's Department. Children's Fund sponsored the colorful *Children's Garden* atrium located in the back of the building. There was an additional dedication for the atrium located on the side of the building.

The new building features spacious courtrooms and 10 interview rooms. Juvenile Dependency Court handles cases where children are made dependents of the court due to abuse or neglect. ■



The Ribbon Cutting Ceremony

Retired CAO **John Michaelson** and Children's Fund Executive Director **Rebecca Stafford**



Carol Anselmi, Rebecca Stafford, and **Cathy Cimbalo** at the Children's Garden atrium dedication



Pacific High School Marching Band and Tall Flags



California Elementary School Children's Choir



Long-Term Care Ombudsman Tidbits!



Season Greetings from the Long-Term Care Ombudsman Program!

We started the fall with training for new volunteers and we now have an intern!

Please join us in welcoming **David Ramirez**. David is part of the first class in Bachelors of Arts in Social Work (BASW) students at Cal State, San Bernardino and is a founding member of the Future Social Workers in Action club on campus. It's been great to have such a motivated intern and we certainly appreciate his bi-lingual skills. David will be with the Long-Term Care Ombudsman Program through May 2005.

We'd like to take a moment to say a hearty GET WELL SOON to our volunteer **Alva Araiza**. We hope you have a complete recovery, Alva, and we look forward to having you back!

Ombudsman Anniversaries!

September: Walter Collins, 3 years; Barbara Davis, 11 years.

October: Elvira Flannigan, 7years.

November: Bill Alley, 1 year; Jack Camak, 7 years; Jeanne Choisne, 1 year; Rebecca Manolis, 1 year; Mary Miller, 1 year.

December: Curtiss Allen, 2 years; Ed Corley, 9 years; and Judy Scull, 9 years.

Happy anniversary and congratulations to all of these hard-working members of the Long-Term Care Ombudsman Program!!

Our program director attended the State Long-Term Care Ombudsman Training Conference October 25 - October 29 in Sacramento. Topics included enhancing performance of the long-term care ombudsman program, assessment of residents with dementia, the investigative process and the elder death review team-training protocol. Our director shared this wealth of information with staff and volunteers at November's monthly meeting.

Ombudsman Spotlight

Barbara Davis, Office Manager, has been the voice on the telephone for the Ombudsman Program for 11 years. Staff receives numerous compliments about Barbara from callers and customers. In addition, Barbara inputs data for all of the staff and volunteers of the program. Thank you, Barbara, for your dedication and outstanding work!

In November, we said "Happy Retirement!" to one of our Field Coordinator, **Jim Reilly**. Jim started as a volunteer with the Long-Term Care Ombudsman Program April of 1995. He became paid staff in 1997 and worked diligently as a Field Coordinator in the San Bernardino area. He helped to cover the West-End areas of the county and took on the difficult task of working in mental-health facilities to ensure the rights of some of our most vulnerable residents. His skills and knowledge are sorely missed, but we all wish him the best! ■

J. Ring-Dumas

VOLUNTEER COORDINATOR

LONG-TERM CARE OMBUDSMAN PROGRAM

To learn more about the Long-Term Care Ombudsman Program, visit the DAAS website at <http://hss.sbcounty.gov/daas> and click on Long-Term Care Ombudsman Program or call (909) 891-3928.

**"We find no real satisfaction or happiness in life
without obstacles to conquer and goals to achieve."**

– Maxwell Maltz

Communication Bulletin for Managers & Supervisors, June 2004

What's N.E.W.



This is a two-fold question: For those who do not know, National Eligibility Workers Association (N.E.W.) was founded in 1975 by a small group of eligibility workers in Norfolk, Virginia, who believed that there should be an organization through which they could promote professionalism and voice their positions on welfare policy issues. What began as a small group of workers in a local agency has now grown to include members from all levels of the profession from around the country, including our own San Bernardino County Chapter, first chartered in 1994.

So for our Chapter Members, what's N.E.W.?

- **August:** Annual elections were held in August for our Chapter Board of Directors with the newly elected sworn in to office in September
- **November:** New officers were announced the Chapter General Meeting on Monday, November 30 and TAD Director, Linda Haugan was the guest speaker

➤ **January 2005:** California State Chapter Annual Training Conference takes place at the Queen Mary in Long Beach

Welfare reform and cultural changes have led to the modification and expansion of the eligibility field. To keep up with these changes, N.E.W. has broadened the definition of "eligibility" professional. In other words, you do not have to be an eligibility worker to join. Members include employees throughout social/human services, employment/supportive services, child support enforcement, or any case management services, including clerical staff.

So again, "What's N.E.W.?" To find out more, and register to become a member, visit the National Website at www.nationalnew.org

I think N.E.W.'s catchphrase says it all:

N.E.W. – Personally We Care...Professionally We Serve ■

Connie Soso

SB COUNTY CHAPTER PRESIDENT 2002 – 2004

Get Organized



Are you feeling stressed because you feel like you have too many things to do? Do you feel overwhelmed? Do you have a hard time knowing what you need to do and when you need to do it?

So go the sufferings of the modern worker, according to productivity guru David Allen.

Allen says the mind works like this: It stores up all the things you need or are committed to doing and then constantly reminds you on some level about what you need to do.

Unfortunately, your mind reminds you to do these things at times when you really cannot take action. This causes people to worry and drains them of energy.

How do people avoid this kind of overwhelming stress in their lives?

Allen recommends that people get all the things that need to be done in their lives out of their heads by writing them down. But his method is not just another time-management to-do list. Allen says that people need to both think and stop thinking about the things they need to do. That is, we need to take the time to think in a concentrated way

on what we need to do to accomplish the tasks necessary in our lives. And at the same time we need to stop thinking about what we need to do at inappropriate times because that is the No. 1 energy waster in the modern world.

Allen suggests a five-pronged approach:

- First, gather together all the things that demand our attention in our lives.
- Understand what these demands mean to us and what we need to do about them.
- Once we understand this information, it must be organized.
- Look over the options for accomplishing what demands our attention.
- Take action and do the things that need to be done.

Allen says this is the way people generally get things done, but it is the need for significant improvement or the correction of failure in any one of these five areas that keep people from getting things done and avoiding stress. ■

— taken from *Getting Things Done* by David Allen

2nd Annual Celebration Seniors Event is a Huge Success for DAAS



Nearly 2000 San Bernardino County seniors enjoyed free food, entertainment, vendors and health screenings at DAAS' 2nd Annual Celebrating Seniors event on September 16, 2004, at the San Bernardino Orange Show fairgrounds.

This event, which was free for seniors age 60 and older, attracted people from as far away as Blythe and Needles. Attendees were treated to a continental breakfast and a banquet style lunch.

Spanish dancers from the Jocelyn Senior Center in Redlands provided entertainment.

A major draw for the event was the town hall meeting with State and local elected officials. The town hall covered a wide array of topics important to seniors including transportation and health. Panelists included Senator Nell Soto, Rancho Cucamonga Mayor Bill Alexander, Rialto Councilman Kurt Wilson, Assemblyman John Longville, 3rd District Supervisor Dennis Hansberger, and County Assessor Donald Williamson.



Supervisor Hansberger with local couple married for over 70 years



Jocelyn Senior Center Spanish Dancers



Health Screening



Seniors enjoy a continental breakfast



TAD Receives Honor From United States Department of Agriculture



On Tuesday, September 21, 2004, the United States Department of Agriculture (USDA) presented TAD with an award for having the highest Food Stamp accuracy rate in the state for federal fiscal year 2002-2003.

Dennis Stewart of the USDA presented the award to TAD Director, Linda Haugan, at the Board of Supervisors meeting.

TAD also received an award from the state. Hector Hernandez, Chief of Field Operations Bureau of the California Department

of Social Services presented Haugan with an additional award for TAD's accomplishment.

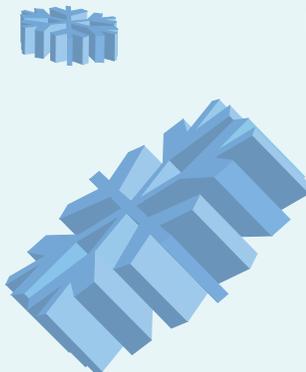
San Bernardino County's accuracy rate in Federal Fiscal Year (FFY) 2003 was 96.78 percent, making it the most accurate large county in California. This success was due to various error reduction strategies including: an improved system for tracking and reporting errors, more aggressive case reviews, and increased accountability for errors and error reduction. ■



Carol Anselmi and Linda Haugan with award from the state



Linda Haugan receives plaque from Dennis Stewart





From the County of San Bernardino, Performance Education and Resource Centers

<http://countyline/perc>

FOR IMMEDIATE RELEASE

For more information, contact
Gloria Affatati, Management & Leadership Academy Administrator
(909) 388-4250
gaffatati@hss.sbcounty.gov

THE ENHANCED AND EXPANDED MANAGEMENT LEADERSHIP ACADEMY IS COMING IN SPRING 2005!

The Management & Leadership Academy (MLA) features tri-level career development training customized for supervisors, managers, and executive level leaders.

Succession planning strategies are an integral part of the newly expanded curriculum. In support of San Bernardino County's efforts to promote leaders who are already employed with the organization, MLA participants will be exposed to a variety of concepts, ideas, and topics particular to county government systems. Succession planning strategies prepare leaders for greater responsibility as opportunities for career advancement within the county arise. The goal of the program is to further develop the knowledge, skills, and abilities of a well informed and knowledgeable leadership workforce. The experiences gained from the newly reformatted Management Leadership Academy will set the stage for a more efficient and effective leadership pool that is poised to serve both internal and external customers.

The program affords both the aspiring leader and those already serving in a leadership capacity opportunities to be exposed to succession planning strategies. Program participants will get a comprehensive overview of county governments' inner workings, in general, and San Bernardino County in particular.

Over a three-year period of time, the Leadership Development Advisory Board comprised of San Bernardino County administrative staff, Management Leadership Academy alumni, managers and Performance Education and Resource Center (PERC) staff brainstormed, dismantled, planned, and revamped the existing program to produce an even more comprehensive leadership development program!

Information about the curriculum, eligibility, and cost are forthcoming. Additional information for the Management & Leadership Academy can be obtained at PERC's website (<http://countyline/perc/>) via *countyline*, the County's intranet site (<http://countyline/>).

Performance, Education & Resource Centers



The Performance, Education and Resource Centers (PERC) offer classes in the following categories:

- Professional Growth and Development
- Technology and Computer Training
- Job Safety and Health Training
- Respectful Workplace
- Management and Supervisory Programs
- Job Skills and Development

Locations:

504 N. Mt. View Avenue, San Bernardino, CA (909) 388-4250
17270 Bear Valley Road, Ste 107, Victorville, CA

PERC Mission Statement

Acting with the utmost integrity and professionalism, the Performance, Education and Resource Center further professional development, promote rich educational opportunities, and create excellence in and among individuals and organizations.

The Performance Education and Resource Center (PERC) is a unique and valuable training and learning center.

With locations in San Bernardino and Victorville, PERC delivers workplace programs and services that help groups and individuals identify and achieve personal, professional and operational goals.

Our staff of skilled professionals develop, coordinate and deliver more than 400 training classes annually, covering such critical workplace topics as customer service, computer skills, diversity, communication and supervision.

PERC also provides consultation and intervention services to employers. Training programs can be customized, or custom developed, to address specific organization goals and can be delivered on or off-site.

Our consultants work with small and large work teams and provide assistance with key organization issues such as strategic planning, meeting facilitation, work process mapping and performance measures.

Important Registration Information

Registration

- Pre-registration is required for the classes listed in this announcement.
- 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.

To Register

County employees can register for classes, check their enrollment status, cancel enrollments (at least 5 working days prior to the class date), or request transcripts just by calling the CALL REGISTRAR phone number. Calls can be received from anywhere, at any time between 7a.m. and 9p.m.

- Call (909) 388-4110
- Enter your birth date, the last four digits of your employee number and the #key.
- Follow the instructions from the main menu.
- If you know the ID# of the class you are interested in, press "1" and go directly to the class information.
- If you do not know the ID number, you can press "2" for a listing of available PERC classes.
- *If you are not an employee of San Bernardino County, please call (909) 388-4250 to speak with our Registration Clerk, who will assist you in the registration process.*

Cancellation policy

- Registrants who fail to attend are liable for the entire fee unless they cancel prior to five working days before the first class date.
- Classes may be cancelled due to insufficient enrollment one week prior to the date of the class.

Class descriptions and schedules

- Class descriptions and schedules can be found:
 - o In Outlook: All Public Folders/County Wide Information/Employee Related Topics/County Training
 - o PERC Intranet Site <http://hssnet/PERC/training/frameWholeTraining.htm>
 - o Or call, (909) 388-4250

EEO

The County of San Bernardino is an Equal Opportunity employer. As a covered entity under Title II of the Americans with Disability Act, the County of San Bernardino does not discriminate on the basis of disability and, upon request, will provide reasonable accommodations to ensure equal access to its programs, services and activities.

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General Development Classes

Class Name	Date	Class ID #	Fee	Time
Success in the People Zone	1/05/05	16710	\$105	8:30 – 4:00
Test Taking Skills	1/11/05	16711	\$ 55	8:30 – 12:30
Service is an Attitude	1/12/05	16712	\$105	8:30 – 4:00
Time Management	1/18/05	16713	\$ 55	8:30 – 12:30
Managing Your Emotions	1/19/05	16728	\$105	8:30 – 4:00
Choose Your Battles	1/26/05	16716	\$ 55	8:30 – 12:30
Coping With Difficult People	2/2/05	16717	\$ 55	8:30 – 12:30
CPR/First Aid in Victorville	2/9/05	16718	\$ 45	8:30 – 4:00
Making the Most Change	2/16/05	16720	\$105	8:30 – 4:00
Creating Your Career	2/24/05	16729	\$105	8:30 – 4:00
CPR/First Aid	3/8/05	16721	\$ 45	8:30 – 4:00
Proof-A-Matics four ½ day classes	3/14-17/05	16722	\$105	8:30 – 11:00
Professional Impressions by Phone	3/23/05	16723	\$ 55	8:30 – 12:30

Computer Classes

Computer classes will be presented at 504 N. Mt. View Ave., San Bernardino, CA unless otherwise noted.

Track 1 Classes presented by ExecuTrain

Word 2000 Intro	2/1/05	16730	\$105	8:30 – 4:30
Excel 2000 Intro	2/8/05	16731	\$105	8:30 – 4:30
Word 2000 Intermediate	3/22/05	16732	\$105	8:30 – 4:30
Excel 2000 Intermediate	3/10/05	16733	\$105	8:30 – 4:30

Track 4 Classes presented by Soft Train in Victorville

Excel 2000 Intro	1/4/05	16734	\$105	8:30 – 4:30
Word 2000 Intro	1/13/05	16735	\$105	8:30 – 4:30
Word 2000 Intermediate	2/17/05	16736	\$105	8:30 – 4:30
Excel 2000 Intermediate	3/9/05	16737	\$105	8:30 – 4:30

Classes for Supervisors and Managers

SUPERVISORS

Fundamentals of Supervision I (5 days)	2/16, 22, 23, 3/8 & 22	16725	\$650	8:30 – 4:00
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MANAGERS

Fundamentals of Management I (5 days)	1/20, 27, 2/10, 24 & 3/10	16724	\$695	8:30 – 4:00
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Be on the lookout for the following special offerings from PERC:

- The newly updated and enhanced Management & Leadership Academy
- On-Line computer courses

