

Human Services Connection

Serving over 8,000 Employees

DBH • CN • CSD • DAAS • DCS • DCSS • PERC • PSD • PH • TAD • VA

December 2002 / January 2003

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Carol Anselmi

Administrator's Message

In past newsletters I have talked about the County's organizational planning efforts, led by our Board of Supervisors and the County Administrative Officer. County management has been

working on a number of initiatives designed to improve services, communication and collaboration within and without the County. That program has a new title "ExCL" which stands for **Excellence, Customer Service, Leadership**. Our motto is "Excellence begins with me."

On September 19, administrators and Board members met with several objectives. First, groups (implementation teams) reported on the progress of their initiatives. Those initiatives covered the subjects of **Long Range Planning, Interdepartmental Collaboration, Communication, Organizational Culture, Customer Service, Information Technology and Internal Services**. We have made some

significant progress in improving systems such as the new Human Resources website, the EMACS forms site and steps toward countywide customer service training, to name just a few.

Second, the Board of Supervisors shared their organizational priorities and focus areas. The organizational priorities are **1) Rich Quality of Life, 2) Open and Accountable Government, and 3) Safe Communities**.

Focus areas include Long Range Planning for Communities in Unincorporated Areas, Public Safety/Safe Communities, Public Health, Roads/Transportation/Infrastructure, Economic Development, and Enhanced Quality of Life (cultural and recreational activities). Finally, we worked on some strategies to move these priorities forward.

I was very pleased to see that the vision for HSS compliments and expands some of the Board's priorities. **Health, quality of life and customer service** are the basic components of our mission statement. The HSS planning efforts have also moved forward and we have identified our 02/03 objectives. Those objectives are to **Align Services for Greater Effectiveness, Increase Public Awareness of Services, Improve Employee Awareness of**

Inside This Issue

Administrator's Message	1	Senior Information & Assistance Office	9
Editor's Message	2	Children's Network Conference	10
Radio Mexico	2	SA Annual Conference	11
PR Beaman-Roll Retires	2	SA Update	11
MLA Graduation	3	Cultural Competence and Mental Health Summit X	12
Employee of the Week	3	Children's Fund Update	13
Save on Your 2002 Taxes	4	N.E.W. State Conference	14
Employee Service Pins	5	Social Worker Receives Honor	14
Suggestions Awards Presentation	5	County Heros	14
Ethics Nicely Done	6	DAAS, HR and PERC Celebrate Opening of Victorville Facility	15
Character Counts	6	A Holiday Tradition	16
2002 Training Roundup	7	Joan Lyles' Going Away	16
Rideshare Week Drawing	8		
OmniTrans Hybrid-Electric Bus	8		



Monique Thomas

Editors Message

Over the past two years, I have enjoyed my role as staff writer for Human Services System Connection. I have gained knowledge and experience from two exceptional women, Pat Wolff and P.R. Beaman-Roll.

Although I worked with P.R. for only a short time, I know that Human Services System and the County of San Bernardino are losing a valuable asset in her retirement. I wish her the very best.

I look forward to the challenge and opportunity of serving as editor. Just as those before me, I will continue to promote the services and programs of Human Services System and celebrate the accomplishments of everyday employees performing extraordinary work.

The best is yet to come!

– Monique L. Thomas

Radio Mexico

First of all, thank you to the many departments who have appeared on Radio Mexico KWRN 1550. I would also like to offer a special thank you to the Preschool Services Department (PSD) for initiating this partnership with Radio Mexico.

To better serve the High Desert's growing Latino community, and communicate with Spanish speaking residents of the area, PSD Eligibility Workers based in Barstow contacted Radio Mexico. This conversation lead to a successful partnership between PSD and the radio station. Since the program's launch in September, several departments have appeared on Radio Mexico to promote the various services provided by HSS.

The complete list of departments is as follows: **Child Support Services, Children's Fund, Community Services, Department of Aging and Adult Services (DAAS), Department of Behavioral Health (DBH), Department of Children's Services (DCS), Preschool Services Department (PSD), Public Health, Transitional Assistance (TAD).**

Thank you for your participation!!!



PR Beaman-Roll

After working for the county for almost 14 years, I am retiring effective the first of the year. I have thoroughly enjoyed my time as a member of the County family so this parting is somewhat bitter-sweet for me. My career has provided be with tremendous personal growth, positive experiences and opportunities. I have learned so much from so many of you and I thank you for that. Most importantly, I have made so many wonderful and dear friends over the years.

As Pat Wolff passed the responsibility of the Connection to me (for however briefly) when she retired, I now pass that on to Monique Thomas. Monique will be the new editor of the HSS Connection. I know that Monique will do a great job. Please email or send your Connection newsletter articles and story ideas to Monique at PERC. I know that she has plans for some exciting new changes to the look and feel of the Connection. I am confident that you will enjoy this new version of your HSS newsletter.

Again, I thank you for your friendship and the opportunity to work with so many of you. In

continued on page 3

Employee of the Week

During the past two quarters, two HSS employees were named Employee of the Week. Terisita Zarate, Clerk III with Public Health was honored during the week of August 18-24, 2002. Gary Morris, Administrative Analyst II at Human Services System Administration was featured the week of November 10-16 2002.

Congratulations!!

For more information about Employee of the Week, or to view the current HSS employee feature add, go to http://hssnet/Empl_of_Week on the HSS Intranet site. You can also click *Employee of the Week* under the **LINKS** section of the HSS Intranet homepage.



MLA Graduation

Twenty-four employees graduated from the 2001 Management Leadership Academy (MLA) program on August 27, 2002. Each graduate received a resolution from the Board of Supervisors. The awards presentation was immediately followed by a reception in the Government Center Rotunda.

Developed in 1996 under the direction and support of the Board of Supervisors, the CAO and County Department Heads, the MLA provides comprehensive, consistent, County-specific man-

agement and leadership development for County managers, supervisors and decision makers.

The core program consists of sessions on Leadership, Human Resource Management, Innovation, Finance, and Communication.

MLA Recruitment is year-round, and closes on the first Monday in May. Applications are accepted on a continuous basis.

continued from page 2

closing, I look forward to my new life and all that it offers. Some time ago a friend shared the following poem with me and I think it's appropriate here.

"Make new friends, enjoy the old, one is silver and the other gold".

I hope to make new friends and continue to enjoy old friends. You are "gold". I wish each and every one of you the best of everything.

– P.R. Beaman-Roll

continued from page 1

HSS Services and Customer Service. The specific initiatives derived from those objectives are **Coordination of Similar HSS Services, Tracking Agenda Items for Consolidation of Services, Streamlining CBO Interactions, Developing a Client Service Database, a Community Service Project and Service Outreach.**

Save On Your 2002 Taxes By Volunteering



Bonnie Konnowitch

It's now time for us to get our 2002 financial records in order. That way we can file income tax returns more easily next year. Our volunteer efforts during the year often bring us personal satisfaction, but rarely seem to benefit us financially. Knowing some of the IRS guidelines and keeping track of our activities, mileage and expenses during our volunteer time can pay off for us at tax submission time.

On its Web site (www.irs.gov), the Internal Revenue Service offers advice about the financial advantages of volunteer work and expenses that result. Here are some ways that we can benefit from performing volunteer work:

- You can deduct the costs of gasoline and oil that are directly related to getting to the qualified organization where you volunteer. If you don't want to figure your actual costs for transportation, you may deduct 14 cents for each mile.
- You can deduct the costs of buying and cleaning your uniforms if you volunteer for a hospital that is a "qualified

organization," if the uniforms are not suitable for everyday use, and if you wear them only while volunteering.

- You can deduct actual unreimbursed expenses for travel and transportation, including a reasonable amount for meals and lodging, while away from home overnight in connection with the convention.

Check with your tax advisor concerning the specifics for your individual situation.

"Qualified organizations," according to the IRS ruling, include nonprofit groups that are religious, educational, scientific, or literary in purpose. This also includes organizations that work to prevent cruelty to children or animals.

Bonnie Konowitch
Children's Network

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Employee Service Pins

The following employees received their Employee Service Pins at the September 17, 2002 Board of Supervisors meeting.



From left to right: Lucina Sierra, HSS Auditing; Debbie Quiroz, DCS; Gerrie Munoz, TAD



Stephanie Jones,
Public Health

Suggestion Awards Presentation



Supervisor Dennis Hansberger presents award to Leia Knight

Leia Knight, Quality Review Specialist with the Program Integrity Division, (PID) received two awards in the combined amount of \$766.76 for her suggestions to automate form-processing systems. With the new automated format, the user can input data onto a single page and generate multiple forms. This process will save paper and staff time. The estimated annual net savings is \$7,667.60.



Jim Pesta

Ethics “Nicely” Done

The holiday season is here but will soon be gone. I remember several years ago, on a January day, a coworker of mine said, “Wow, I’m sure glad the holidays are over – I was getting really tired of being nice to people.” I wondered then, and I still wonder today, how many of us have felt that way?

What’s so hard about being nice? Why does it seem to take such extra effort for so many of us? Could it be that being *nice* places us in the position of being more concerned with other people than with ourselves? An interesting question, isn’t it?

As public servants, we are called to be concerned with others on a daily basis. Within this context, the question of being *nice* takes on a very wide dimension. Michael Josephson of the Josephson Institute for Ethics offers for reflection the **Five Principles of Public Service Ethics**:

Public Interest – *Public office is a trust to be used only to advance public interests, not personal gain.*

Objective Judgment – *Decisions are to be made on the merits, free of partiality or prejudice*

and unimpeded by conflicts of interest.

Accountability – *Government is to be conducted openly, efficiently, equitable and honorably so the public can make informed judgments and hold public officials accountable.*

Democracy – *Honor and respect democratic principles; observe the letter and spirit of laws.*

Respectability – *Safeguard public confidence in the integrity of government by avoiding appearances of impropriety and conduct unbecoming a public official.*

These principles provide us with a clustering of values we can reflect upon and embrace in our endeavors as dedicated public servants. In support of them, we can hold onto the concept of **N.I.C.E.** as we flow through the holiday season, into, and through the New Year:

Nurture Newness – *Be open to new ideas, thoughts and concepts relative to the way we do things. Embrace the notion that we all can be better and that we all can do better.*

Invest in Integrity – *Remain responsible to personal and professional integrity. Invest in activities that support and develop integrity such as ongoing education/training and personal/professional development.*

Commit to Community – *Engage in activities that will facilitate increased commitment to the larger community such as volunteer work in professional and/or charitable organizations.*

Excel in Excellence – *We determine our own attitude. Embrace the attitude of excellence in our workplace, families and community.*

The New Year will soon be upon us. The spirit of the holiday season need not end the first week of January. Rather, it can be retained and remain with us. We can retain and nurture the spirit of the holidays in our everyday lives and work. As our journey continues, we can each strive to remain *nice*, today, tomorrow and throughout the entire new year of 2003.

- Jim Pesta
Ethics Resource Officer

Character Counts

In celebration of Character Counts Week, the Ethics Resource Officer and Community Relations Officer collaborated on an ad.

Created in 1996, Character Counts Week is a nationally celebrated event. The purpose is to heighten the issue of character not only as it pertains to the workplace, but also in communities, schools, and families.

Character Counts Week is celebrated during the third week of October.

2002 Training Roundup A Tremendous Success

Over 280 people attended the **2002 Training Roundup** conference on October 17 at California State University San Bernardino. Designed with a western theme, the event featured innovative seminars, workshops, and a “swap meet” to promote training.

“I enjoyed the well-organized training, fun atmosphere, and enthusiastic knowledgeable presenters,” one attendee said. Another said that she “gained much from the “good information and resources provided.”

Registration was open to anyone interested in learning and sharing training ideas. Topic areas included E-Learning, Dynamic Presenting and the use of games in training.

Sponsors included JESD, PERC, the American Society for Training and Development (ASTD) and the Cal State student organization, Students Promoting Industrial and Organizational Psychology (SPIOP).

Committee member Patsy Studdard of JESD attributed strong teamwork as part of the event’s success.

“For a **first attempt** by a team of people from different departments, organizations and job titles, this unique group displayed great resourcefulness, strong ingenuity, consistent diligence and spectacular creativity in organizing the 2002 Training Roundup,” Studdard said.

Committee members included: **Cassandra Andrews, JESD; Mandy Benner, TAD; Jonnetta Chambers; Lillian Galarza, JESD; TAD; Greg Lacy, TAD; Dan Logue, ASTD; Joan Lyles, Public Health; Melynda Paredes, PID; Patsy Studdard, JESD; and Monique Thomas, PERC.**



Committee members from left to right: Cassandra Andrews, Greg Lacy and Lillian Galarza.



Presenter Chris Vogel with group



Round-up Attendees



Christina Hernandez Wins Prize in Commuter Service Rideshare Week Drawing

Christina Hernandez, of HSS Central Closed Files, won a two-night stay at the Somerset House in Las Vegas, NV. Commuter Services held a drawing at the conclusion of California Rideshare Week and Hernandez was among the three winners. Ken Pierce, Manager of Commuter Services, presented her with her prize.

Hernandez decided to give ridesharing a try during this one-week event. Her initial approach was to just do it one time. However after the positive experience, she was hooked! Some of the advantages were having someone to talk with on the way to work and avoiding the stress of traffic congestion. She will also have more quality time to spend with her family and friends after work. Hernandez is continuing in the program, earning \$2 a day incentives from Ontario Mills Mall for each day she rideshares. She may have a new outfit to take to Las Vegas because it pays to rideshare!

– Cyndi Zidell, Commuter Services



OmniTrans Introduces Gasoline Powered Hybrid-Electric Bus

On Friday, November 1, OmniTrans rolled out the first hybrid bus in their line – and in the nation. The bus, developed by ISE Research-ThunderVolt™, has a new ultra-low emission engine developed by the Ford Motor Company. Combining the hybrid-electric drive system with the extremely clean Ford engine has resulted in the lowest emission, full size hybrid electric bus available for regular transit service in the United States.

OmniTrans' gasoline/electric hybrid bus releases .62 grams of nitrous oxides emissions per mile. In comparison, a traditionally fueled diesel bus emits 30 grams per mile. Nitrous oxide emissions (NOx) is the equivalent of pollution causing harm to our lungs and the environment at-large.

OmniTrans began operating the hybrid on Route 2, serving Loma Linda, Hospitality Lane, "E"

Street up to Cal State San Bernardino. Currently, there is only one hybrid in operation. By December, there will be two, and after the first of the year there will be three of these buses in operation on Route 2. In addition to utilizing the latest in technology, these buses will be part of a test to compare the efficiency of various alternative fuel systems. When all three buses are in operation, they will utilize two different types of batteries. The results of this test, according to ISE Research mechanical engineer, Joshua Goldman, will determine the design of future alternative fueling systems.

OmniTrans intends to eventually convert their entire line to this hybrid-type bus. It will not only serve to clean up the atmosphere and carry large numbers of people

continued on page 10

CRESTLINE SENIOR INFORMATION & ASSISTANCE OFFICE NOW OPEN

*Submitted by Willo Couey,
Area Representative, East Valley*

DAAS has opened a satellite Senior Information & Assistance office in the mountain community of Crestline. This will enable seniors living nearby to learn about the services and benefits available locally, without having to drive down the hill. Area Representative **Willo Couey** will be supported by eleven volunteers to provide services two days per week. Volunteers were recruited from mountain communities, and they will be able to provide their unique perspective to area residents.

The Department provided general training to volunteers via DAAS professional staff **Ginny Stafford, Sam Ocasio, Willo Couey, Paulette Finneseth, Sarah Reyes, and Nancy Meyer**. PERC staff **Chris Vogel and Jay Jackson** provided computer training.

Crestline SIA Address:
(at the Lake Gregory Community Church) 460 Pine Drive
(mailing address: P. O. Box 1394)
Crestline, CA 92325
Telephone: (909) 338-8325
Days/Hours of Service: Monday and Thursday, 9:00 a.m. to 1:00 p.m.

The efforts of Senior Affairs Commissioner and Crestline resident **Gladys Hotchkiss** were pivotal in opening and recruiting volunteers for the Crestline SIA office. **Thank you, Gladys.**

For more information about other DAAS programs and locations, call 1-800-510-2020.



16th Annual Children's Network Conference

Held on September 6, 2002 at the Ontario Convention Center, the 16th Annual Children's Network Conference provided tools to support and nurture at-risk children and families through community-based programs and services. This event was also a celebration of children and



Attendees participate during lunchtime "recess"

caregivers.

Children's Network Officer **Kent Paxton** opened the conference with startling statistics:

Over 800,000 children are victims of abuse nationwide. Thirty-six thousand are referred to DCS in San Bernardino County alone. "We are here to make a difference for those kids. We are here to celebrate children and how resilient they are.

Morning keynote speaker, **Dave Pelzer** exemplified resilience. Pelzer, educator, consultant



Display area

and Pulitzer Prize nominated author of the best-selling books ***A Child Called "It" and A Man Named Dave***, gave a poignant and horrific account of his journey from abused child to survivor.

"I was fighting a war everyday, and never expected to survive." Pelzer said, "but I never saw myself as a victim. I did what I had to do."

At the age of twelve, Pelzer was rescued and placed foster care. In his address entitled, "Real Heroes," he spoke of the foster parents, teachers, police and social workers that literally saved his life. Pelzer ended his talk with



Dave Pelzer with attendee

words of inspiration for the audience. "Good people do such great deed but do not receive the respect. Never doubt the difference you make."

Attendees were treated to "recess" care of lunchtime keynote speaker **Yvonne "Vonnie" Kranz**. For presentation entitled *Celebrate yourself! Care for the Caregiver: A Time to Play*, Kranz entered the room dressed as the Statue of Liberty to the theme of *America the Beautiful*. The crowd participated in series of stress relieving exercises. The highpoint was a rowdy audience participated version of the song *YMCA*.

According to Kent Paxton, this conference was the third in a series. "First we focused on children, then families, and now the community." Each area of the series also serves to strengthen the 40 developmental assets.



Vonnie Kranz

HSS departments included Child Support Services, Children's Services, Preschool Services, and Public Health.

Conference attendees had the opportunity to go to four concurrent workshop sessions. Topics covered included: Early childhood brain development, Cultivating employable youth, and community-based resource development and networking.

continued from page 8

to and from work, it will also help to free our dependence on Middle Eastern oil supplies.

To learn the times the hybrid runs on Route 2, contact OmniTrans at 1-800-966-6428. Commuter Services encourages you to try riding the hybrid if the schedule meets your needs. You will find it quiet, comfortable and with the power it needs to get you where you need to be efficiently.

– Cyndi Zidell, Commuter Services

Supervisors Association Holds Annual Conference

Themed **Relax for Success**, the annual HSS **Supervisors Association** conference was held at the Oak Glen Christian Conference Center. The October Oak Glen setting emphasized the conference theme perfectly. Crisp, cool air and autumn leaves changing color on the trees lent themselves to a relaxing and enjoying the daylong conference.

Attendees rotated through each of the four workshops offered.

Kudos to the presenters for the caliber of their outstanding sessions! **Mandy Benner** and **Melody Stevenson**, both of TAD, offered a "Just for Fun" workshop designed to bring the child out in each of the attendees. The workshop provided a myriad of "craft-y" solutions to relieving stress. PERC's **Robert Jenkins** presented "Workplace Humor and Laughter." Sharing his own personal history as to how stress had affected him some years ago, Robert detailed ways to discover humor in the workplace and the physiological benefits of humor and laughter. **Julie Lusk** of TAD offered "The Art of Relaxation."

A certified yoga teacher, Julie demonstrated ways to practice yoga and provided tips on living a healthy lifestyle. **Al Cross** of PERC presented "How to Get to Where from Here." Al's presentation focused on motivation. He offered ways to identify sources of motivation and how to apply and use those learned skills and techniques effectively.

continued on page 14



Supervisors Association Update

August was a busy month for our group. We were state line bound on August 12, 2002. Two buses full of friends, relatives and Supervisors Association (SA) members enjoyed a full day of shopping and gambling. The lively group was picked up at the Redlands TAD Office and the Green Tree Inn in Victorville. The money raised will help us pay for the Christmas party planned for December 12, which will be held at the Elks Lodge in San Bernardino. Tickets will be available soon and it will be a night of entertainment and fun with live music.

Our general meeting for August was held at the Elks Lodge in San Bernardino. As usual, presenters were the best. Judy Cohen & Joann Ansell, from the Maternal Health Sections of Public Health, updated the group on the various projects and services currently in the works.

Jim Pesta, newly appointed Ethics Resource Officer, gave a PowerPoint presentation on his

role with the County. He talked about ethics and the role of supervisors and managers.

County Administrative Officer, John Michaelson, joined us for lunch. He answered questions about upcoming events in an open forum format.

Delores Banks, from the Board of Retirement, answered questions and addressed new changes currently in the works that will effect your retirement.

Bonnie O'Connor of Children's Fund explained the history of the organization and how to access services.

Joann O'Brien, EH&P's Care Coordinator Manager, provided blood pressure checks. Joann gave information on acceptable levels and provided some tips on ways to lower your blood pressure. What a great meeting! All the presenters took time out from their busy schedules to provide useful information and help promote professionalism.

– Alice Wilson, President

Cultural Competence and Mental Health Summit X

Mental health and law enforcement professionals throughout California and other western states attended the Cultural Competence and Mental Health Summit November 6 – 7, 2002, at the Ontario Convention Center. This year's Summit X was a partnership between the San Bernardino County Department of Behavioral Health and the Tri-City mental Health Center in Pomona. The conference was convened to address issues that encompass all aspects of mental health.

Featured keynote speakers for the two-day event were actor/director/activist Edward James Olmos and former United States Surgeon General Dr. David Satcher.

Edward James Olmos' address centered on the need to promote "self-esteem, self-worth and self-respect and to celebrate all of humanity." Olmos applauded the efforts of all mental health care professionals, recognizing them for having changed the life of his younger brother who has been diagnosed as schizophrenic. In Dr. Satcher's address,

he said that he would like to be known as the Surgeon General who listened to the American people and responded with effective programs. His mission is to make public health work for all



Edward James Olmos

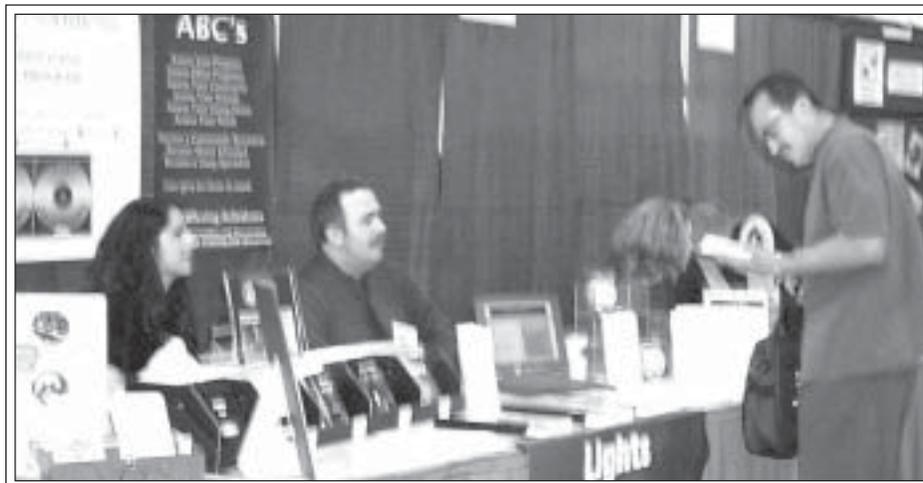
groups in the country.

Throughout the Summit's two days, 45 workshops provided diverse opportunities for learning the exchange of ideas. Topics covered a wide range of issues

and concerns such as Recovery and Wellness, Racism in Mental Health, AgeWise Programs, Policy, Delivery and Support Systems, Non-Ethnic Ability Training and Cultural Competency Leadership to name a few.

Rudy Lopez, Director of the County's Department of Behavioral Health and Rachel Garcia Guerrero, Chief of the Office of Multicultural Services, California State Department of Mental Health received professional awards for their years of service and dedication.

– P.R. Beaman-Roll
Community Relations Officer



Department of Behavioral Health Display Table



Bonnie O'Connor

Children's Fund Update

I am pleased to inform you that Children's Fund was

successful in raising \$2.5 million in cash donations, in-kind gifts and grants for the children of San Bernardino this year.

Grants such as the one in which we served as the fiscal agent from the Centers for Disease Control along with the Children's Network, the Department of Public Health and Loma Linda University School of Public Health. This grant was designed to address teen pregnancy prevention through youth development interventions. Our cash donations came from our special events like the Duck Race and our Annual Golf Classic, our Auxiliary events such as our Home Tour, Holiday Auction and Harley Ride, many individual donations, and from county employees through the Combined Giving Campaign. Our in-kind gifts were directed primarily through our Celebration of Giving toy drive for the holiday season.

In an effort to continue providing monetary and in-kind donations to the children, our staff is in the midst of planning for our Annual Celebration of Giving. This year we have had to make a few adjustments to our distribution process as we have taken over the Sugar Plum Project for the Department of Children's Services. We are in need of at minimum 25,000 toys to meet the

requests that we will receive. Your support is vital! Please join us to make the Celebration a success in one of the following ways:

• **Volunteers.** Individuals and families are needed to work in our warehouse, deliver and pick up toy boxes, and help with other tasks related to the collection and distribution of toys. Teenagers are welcome!

• **Monetary Donations.** We, of course, take monetary donations to purchase gifts for the kids. We can also send someone you care about an acknowledgment as a Christmas gift for helping to make a difference this holiday season.

• **Toy Box Sites.** We are in need of locations with high traffic, or companies that want to get their employees involved, to place our Toys for Tot boxes. All it takes is one contact to get the box to, with a suggestion list, and we do the rest!

• **Family Adoptions.** We select a certain number of families for adoption during the holiday season. A wish and needs list is provided to donors to aid in the shopping experience, and then the toys are dropped off at our warehouse for pick up by case managers for families.

• **Child Adoptions.** We also adopt children for the holidays and work closely with the Sugar Plum project coordinators at the Department of Children's Services to gather wish lists for individual children for adoption. Many, many children are in need!

We look forward to working with you this holiday season! If you can help, please contact Rebecca Stafford via e-mail at

rstafford@hss.sbcounty.gov, or call 909-387-4949! You can also visit our new website at www.childrensfundsb.org.

We also would like to say thank you to all the County employees who selected Children's Fund as their charity of choice for the 2002 Combined Giving Campaign. We hope that you will do so again in 2003. The support of the County is deeply appreciated. Only by working together can we successfully help those in need in our community...and it is the only way we can form a community. Thank you for making a difference.

— Bonnie O'Connor
Executive Director



CHILDREN'S FUND

N.E.W. State Conference in Palm Springs

The California State Chapter of the National Eligibility Workers Association (N.E.W.) will hold their annual training conference January 29-31 2002 at the Marquis Resort in Palm Springs California. The conference is open to anyone working in the social services field, including clerical staff members. Attendees will have the opportunity to exchange information and network.

For More information, go to www.calnew.com. Or contact Debbie Simpkins of the Performance, Education, and Resource Centers at (909) 388-4263.

continued from page 11

Almost 100 supervisors from throughout HSS attended and enjoyed a highly stress free, informative day. Conference organizers were **Maria Castro, Lena Mullenix, Susan Voreis, Mandy Benner, Melody Stevenson, Thomas Lacher** and **George Dades**, all of TAD. Congratulations for putting on a highly successful event!

— P.R. Beaman-Roll
Community Relations Officer

Social Worker Receives Prestigious Honor

Eligibility Worker Supervisor Katherine Ezrre' Mackenzie was honored with the TAD's quarterly management award in August. She received the award for instituting an innovative assembly line method to complete discounted cases.

Mackenzie has been with the County for over 16 years. Currently, she wears two hats. She is the Resource Supervisor for the Yucca Valley/29 Palms Resource Unit and CalWORKs/Food Stamps Supervisor for the 29 Palms office.

She has been married married to San Bernardino County Fire Investigator Wayne Mackenzie for 23 years. When not working, the two enjoy traveling to various Scottish Games and are members of the Mackenzie Clan of Southern California. Reading Katherine's absolute favorite thing to do besides working with the wonderful people she supervises.

TAD's Region IV management team developed the Management Award System to recognize supervisors for creativity, teamwork, and dedication to improving the quality of work. Honorees receive a plaque for their office, and a gift certificate and are awarded quarterly.

We make a living by what we get, but we make a life by what we give.

—Winston Churchill

County Heros

On October 22, 2002, George Sammon, Employment Services Specialist with the JESD Victorville Satellite Office, went to the racquetball court located on the property after work. He is a health conscious individual who takes very good care of himself. However, during the game, George suffered a massive heart attack.

Paul Erkel, Social Worker II with Victorville DCS, was there. He ran to the DCS office next door to call 911. Elizabeth (Liz) Dunford, Social Worker II with Victorville DCS was working and when she heard what happened she ran to the racquetball court. Finding no pulse and no breath, they jumped in and gave him CPR until the ambulance arrived.

Paramedics took over and transported George to Victor Valley Hospital where he is currently being treated. George's doctor has made the statement that without the CPR given by Liz and Paul, George would not have survived. His heart had stopped! Due to Liz and Paul's quick reactions the doctors have determined there is no brain damage and the heart muscle shows less damage than they expected to find. We are hopeful he will fully recover and are truly grateful for his lifesavers!

They are truly heroes! We are grateful to know them.

— Sherry Blunt
Supervising Employment Services Specialist I *JESD*

DAAS, HR and PERC Celebrate Opening of New Victorville Facility

During a September 26, 2002, grand opening event, the **Department of Aging & Adult Services (DAAS), Human Resources (HR) and Performance, Education and Resource Centers (PERC)** officially opened the doors of their new Victorville offices. **First District Supervisor Bill Postmus** officiated at the ceremonies. Addressing event guests, Postmus stated that, "These offices and the programs and services they provide are much needed here in the High Desert. Particularly in light of the County's expected population growth rates predicted in the next twenty years." The new offices are located at 17270 Bear Valley Road in Victorville.

HR and PERC are new to the Victor Valley. Previously, High Desert residents interested in County employment had to apply and test in San Bernardino. Now, they can do both at the new Victorville facility. "We are pleased to provide a conveniently located, local employment office

for First District residents," said **Marcel Turner**, Director of the County's Human Resources Department. "With multiple locations, we feel we're better positioned to draw from the talent pools of all County communities to fill the County's employment needs."

Sharing Human Resources 5,000 square foot office space is the Performance, Education and Resource Centers. They provide training and testing for County employees. With the opening of this new facility, the County saves considerable time in accessing training for employees working or living in the high desert. With a mission of enhancing the job skills of County employees, they offer over 300 courses at their Victorville and San Bernardino locations.

DAAS has had an office in the Victorville area since it became a department in 1992. They relocated their operation to the new 13,000 square foot suite upon completion of the new building.

They currently carry an In-Home Supportive Services (IHSS) caseload of 2,500 and additionally investigate more than 300 Adult Protective Services reports each month in the High Desert. DAAS provides a wide variety of other support programs to seniors and disabled adults. Employment and training, long term care and the Family Caregiver Support Program are just a few of the many services.

The three departments have been delivering services at this location for the past six months. The grand opening celebration was scheduled for the September date to allow time to get settled in.

— P.R. Beaman-Roll
Community Relations Officer



From left to right: Dena Smith, Carol Anselmi, John Michaelson, Supervisor Bill Postmus, and Marcel Turner.



Carlos Cervantes

A Holiday Tradition

The holiday season is synonymous with family, friends and

good food. In the Hispanic culture, there is a unique event called a "Tamalada" that blends all these festive ingredients of the season. The Tamalada is simply a tamale-making party.

Family and friends cheerfully gather in the kitchen to assemble this Mexican culinary staple. The three-to-five hour Tamalada is also a time for people to talk about family members, the ending year and the future. The tamale makers stand around a kitchen table filled with ingredients and good conversation. Participants are assigned various tasks in this labor-intensive operation.

Typically, the hojas (corn husks) are washed and masa (corn mixture) is spread in the husk using the back side of large kitchen spoons. The filler ingredient (pork, beef or chicken) is mixed in a mild chili sauce and carefully placed on the husk. This filler is topped off with a black olive.

Highly skilled hands then roll and fold the raw tamale to make sure it does not fall apart during the cooking process. The tamales are refrigerated, cooked on another day and then distributed.

The Tamaladas Parties, which were held at my parents' home, hold many fond memo-

ries for me. I had the opportunity to visit with my aunts and uncles and listen to their familial guidance.

Also, in the family room, my cousins were close by playing board games or cheering for their favorite football team on television. At the end of the day, my father would treat all guests to a bowl of Menudo (which is another story). The Tamalada is one of the holiday cornerstones for many traditional Hispanic families. I am very fortunate that I was able to participate in such a cultural time-honored tradition.

On behalf of the Department of Children's Services, we wish you a Safe and festive Holiday Season.

– Carlos Cervantes
Recruitment Coordinator
Foster/Adoptive Parents
1-800-722-4477



Joan and Pat Wolff

Joan Lyles' Going Away

After nine years with the Performance Education and Resource Center, Training and Development Specialist Joan Lyles to Public Health as a Program Manager for Maternal Health.

On September 5, PERC hosted a roast/going-away party, where staff shared humors memories and experiences about working with Joan. In addition to the gifts and well wishing from PERC staff, Joan received a large card created and signed by former students from DCS, JESD, and TAD, to name a few.

