



contents

- 1 Assistant Executive Officer's Message
- 2 Editor's Corner
- 2 Children and Family Services Update
2nd Annual Staff Resource Fair
- 3 Children and Family Services Update
Building Community Partnership:
"You Are the Wind Beneath Our Wings"
- 4 Children's Network Update
 - The Lisa Project
 - 14th Annual Shine a Light on Child Abuse Awards
- 5 Department of Child Support Services Update
DCSS Expands Channels of Communication with Customers
- 6 Preschool Services Department Update
Nurse Visitation/Low Income First Time Mothers Program
- 7 Department of Public Health Update
Interview with California Children Services (CCS)
Client and Filmmaker, Paul Mercier
- 8 Department of Public Health Update
Animal Care and Control Partnerships
- 9 Department of Public Health Update
Preparedness and Response Program
- 10 Department of Public Health Update
Food Safety HELP (Health Education Liaison Program)
- 11 Transitional Assistance Department Update
TAD'S VITA/EITC Campaign Brings Back \$9.7M to the Community
- 12 Transitional Assistance Department Update
CalFresh — The First Line of Defense
- 13 Employee of the Month
- 14 Everyday Employees... Extraordinary Work
Service Pins
- 15 Schedule of Classes
- 16 Schedule of Classes - continued...

Assistant Executive Officer's Message

Linda Haugan, Assistant Executive Officer — Human Services

When Public Health came under the Human Services umbrella, so did Animal Control. Most of us consider our pets as part of our family, so it's not too big a stretch to have this division as part of our agency. Unfortunately, a great many humans don't take proper care of their pets and they end up in one of our animal shelters. Our goal is to have as many of the animals in our shelters adopted as we can to safe and loving homes. In order to accomplish this we are involved in several exciting events.

In April our County entered and qualified for the 2012 ASPCA Rachael Ray \$100,000 Challenge. This challenge is a nationwide competition for animal shelters and their communities to increase the number of animals adopted or returned to homes. Devore Animal Shelter, Big Bear Animal Shelter and Dog's Day Inn in Apple Valley are competing for a chance to win \$100,000 to help them connect shelter cats and dogs with the right families.

In the first part of the competition, county residents voted daily for our shelters, between April 5 and April 16, 2012. Only the top 50 shelters with the most votes qualified for the next phase of the competition. And although we got off to a slow start, we went from 84th place to an astonishing 8th place overall. We couldn't have accomplished this without all of you voting and getting your families and friends to vote too. Thank you!

The next phase of the competition is to adopt out as many animals as we can over a three month period, starting August 1 through October 31, 2012. To qualify for a prize, we need to adopt out an additional 300 animals over last year during the same three month period. To qualify for the \$100,000, we need

to have the largest increase in adoptions compared to the other 49 contestants. We have our work cut out for us. If you are considering a new pet for your family, you can help our cause by adopting your new family member during this three month period.

If you can't wait until August to add a pet to your family, don't miss our mega pet adoption event on Father's Day weekend, June 16 and 17 from 10:00 a.m. to 4:00 p.m. at the Jerry Lewis Soccer Complex adjacent to Yucaipa Regional Park. Many animals will be available for adoption with free health screenings for all adopted animals, and low cost vaccinations and micro-chipping. Radio station KFRG will provide music and there will be lots of activities for the kids. It promises to be a fun day for everyone.

We also encourage you to check out the calendar of Animal Control events posted at www.sbcounty.gov under Animal Control. Animal Control has a mobile pet adoption van that attends events held in unincorporated areas of our county. It's another opportunity to adopt a pet without having to go to a shelter.

Lastly, we want to thank all employees for supporting Animals aRe First Fund (ARFF) through the County's combined giving program. ARFF helps to sponsor adoption events and provides spay/neuter assistance to each animal adopted during off-site adoption events. Without the generosity of employees, we would not be able to achieve the many life-saving efforts we currently offer in our community.

So until next time...treat your pets kindly, get them vaccinated, licensed and micro-chipped. After all, they are part of the family.





Editor's Corner

Cynthia Malvin
Media Specialist



Dedication and eagerness have swept over Human Services departments and divisions who are working more with less. A dedication to the client and an eagerness to serve has brought about alternate ways to carry out Human Services through community partnerships and federal grants. More efficient ways to conduct business have also developed through these partnerships at a time when the County is limited on staff and resources. Congratulations on being innovative and efficient and collaborating with the community to which we serve.

Olga Granillo,
Supervising Social Service Practitioner



2nd Annual Staff Resource Fair

Children and Family Services Update

The Children and Family Services (CFS) Eastern Region had its 2nd Annual Staff Resource Fair on a cool and clear day of March 27, 2012, in the Gifford office parking lot hosted by the New Initiatives Unit. There were 36 community partners of differing expertise and a variety of agencies that participated as exhibitors. Some of the agencies came to us from as far away as Los Angeles County. Service representatives were available in the areas of substance abuse treatment, education, teen run-away shelters, counseling centers, healthcare and faith-based organizations in addition to the local National Alliance on Mental Illness (NAMI).

Social workers, clerical staff, eligibility workers, public health

nurses, educational liaisons, Independent Living Program staff and management all visited the community partners and agencies accessing program updates, learning about the services offered and meeting some partners and agencies for the first time.

Exhibitors, such as Our House, Inland Valley Recovery Center, Bryant Street Church, Westside Kinship Services, Inland Behavioral and Health Services, Valley Star and Inland Regional Center, to name a few, featured information about their services at their tables. Also present were the San Geronio Girl Scouts and the Redlands Boys and Girls Club, as well as Inland Empire Health Plan (IEHP), who raffled off a family first-aid kit. Cal Poly

continued on next page



Staff visits exhibitors

Children and Family Services Update

Pomona University participated in the day informing visitors about the Renaissance Grant, which is educational funding for college-bound former foster youth. Rim Family Services and Lutheran Social Services, both from the Mountain areas, also participated in the Resource Faire.

Other CFS teams, such as, the Heart Gallery, the Foster Care Ombudsmen and the Permanency Coordinator also took time to showcase their specialized programs, while providing updated information about their services. Additional County partners in attendance were Children's Network, Preschool Services and the Department of Behavioral Health. The Department of Behavioral Health featured representatives from Healthy Homes and Centralized Children's Intensive Case Management Services informing visitors how youth and their families can benefit from these two programs.

An added bonus was that of a resource table available to

community partners and agencies who could not attend, allowing the opportunity for an even wider array of information available to visitors. All in all, there were a lot of educational materials being provided by the community partners to CFS staff and among the exhibitors themselves. Staff seemed very entrenched in accessing information and took full advantage of the resources available. This wonderful event was executed with the help and donations from various Gifford office staff members, which made the Resource Fair a success!

Dr. Wesley Sanders,
Supervising Social
Services Practitioner

Building Community Partnership: "You Are the Wind Beneath Our Wings"



On March 15, 2012, Children and Family Services (CFS), Building Community Partnerships (BCP) Countywide Workgroup held their first Building Community Partnership Countywide Appreciation event. The event was held at the beautifully decorated Ambassador Hotel in Victorville, California. In attendance were 200 plus, community partners from all over San Bernardino County, as far away as Trona and Needles.

Churches, agencies, schools, citizens and other community partners who were trained by the CFS New Initiative Teams in the four county regions – Central, Eastern, North Desert and Western, have worked with CFS to provide services throughout San Bernardino County.

Children Services, social workers, supervisors, managers, deputy directors and the assistant director were in attendance. Deputy Director Jeff Wagner of the North Desert Region introduced guest speaker, Assistant Director of Children and Family Services Randall Schulz. Randall Schulz shared stories of success with families due to the involvement of trained community partners in Team Decision Making meetings. Music was provided by Willie Cockrell, a community partner, and his orchestra with a solo performance by Patsy Wright, a facilitator with CFS, North Desert Region.

The master of ceremonies for the event was Dr. Wesley

Sanders, Chair of the Countywide BCP Workgroup and Co-Chair Evelyn Glenn, a community partner.

Supervisor and countywide Family to Family Coordinator Damion Wright presented the department's new effort called Fatherhood Engagement. He also showed a video called, "Show Your Love," in which children expressed their feelings about their father's role in their family.

Participating community partners were given raffle prizes, donated by First 5 San Bernardino, SACH Norton and CFS. The gifts were presented by the New Initiatives Supervisors from the Eastern Region, Olga Granillo; Central Region, Laurie Passarella, and Western Region, Theresa Munoz-Cardenas.

An amazing time was had by all. Any person interested in becoming a community partner in the County of San Bernardino should contact:

- Eastern Region, Olga Granillo, SSSP
email address: ogranillo@hss.sbcounty.gov
- Central Region, Laurie Passarella, SSSP
email address: lpassarella@hss.sbcounty.gov
- North Desert Region, Dr. Wesley Sanders, (760)243-6616
email address: wsanders@hss.sbcounty.gov
- Western Region, Theresa Munoz-Cardenas, SSSP
phone: (909)945-3978
email address: tmunoz-caedenas@hss.sbcounty.gov

Children's Network Update



The Lisa Project

The Lisa Project was created by Gene Hardin from Stockton, California and is a unique multi-sensory exhibit that allows visitors to experience the reality of child abuse. With the help of First 5 San Bernardino, Children and Family Services, Children's Fund, and the County Children's Trust Fund, Children's Network was able to sponsor this free exhibit in three locations throughout San Bernardino County during January, February and March of this year. The first location was at Arrowhead Regional Medical Center in Colton; then the Lisa Project moved to the Victorville Mall; and finally to Victoria Gardens in Rancho Cucamonga.

The total number of visitors during the three months was 5,139. Our hope is that the project brought awareness to these and many other communities about the nature and prevalence of child abuse. As the Lisa Project bookmarks and posters say, "Some secrets should be told." Children's Network wants to thank the HUNDREDS of volunteers from all over the county. Without their help, this project would not have been the success that it was.



14th Annual Shine a Light on Child Abuse Awards Breakfast

The Children's Network held their 14th Annual Shine a Light on Child Abuse Awards Breakfast at the National Orange Show on March 29, 2012. We would like to once again thank our generous sponsors, First 5 San Bernardino, Children and Family Services, and Children's Fund. We would also like to thank the ChildHelp Choir, Mill Center Head Start State Preschoolsingers, Child Abuse Planning committee, selection committee and all of the volunteers that helped make this awards breakfast special. This year, the Lifetime Advocate award was presented to Kent Paxton who has spent over 33 years working for San Bernardino County, twenty of which he served as the Children's Network Officer.

Mr. Paxton was a very humble recipient and attributed his success to the many folks he has worked with over the years who said "yes I will do that" when asked for their assistance with innovative projects and ideas.

Other honorees included: Phil Tardanico and Tony Muga from Children and Family Services; Deborah Donnelly from Department of Behavioral Health; Bertha Cuellar from Department of Public Health; LaTanya Mathews of ARMC; Agnes Murray from the District Attorney's

Office; Lori St. Jean from Probation; Cheryl Wishaw, a foster parent; Deputy Eric Smoot and citizen Larry Bowden, Operation Destiny program; Henry Rivas of Chaffey College; Jenae Holtz from Desert Mountain Children's Services, a community based provider; Pat Williams from Angels Closet Charities; Joe Staudt, a community based provider from Childhelp; and Louise Jurgens, a volunteer involved with the Mariposas Foundation.

Every year at the breakfast, Children's Fund generously supports several foster youth for their outstanding academic achievements.

We would like to once again thank Children and Family Services for their nominees and offer congratulations to the recipients of this year's Children's Fund's scholarships.



Kent Paxton thanks the audience.



Department of Child Support Services Update

DCSS Expands Channels of Communication with Customers

The Department of Child Support Services (DCSS) is expanding the channels of communication with its customers to inform them about the department's processes and services and the many self-service options available for them to achieve greater self-sufficiency.

The department has had a long-established outreach program that includes outreach events, radio show appearances, educational presentations and the dissemination of materials to various audiences. However, the department has taken recent steps to further enhance its communication with customers, employers and the general public through the use of web-based and mobile technologies.

In the summer of 2011, the department launched its Facebook page as an additional tool for communicating with customers. Facebook provides the added advantage of reaching customers who may not visit the department's website, but may frequent the popular social media site, which is easily accessed on mobile internet devices and smartphones.

The Facebook page is updated a few times per week with regular features such as a "Question of the Week" and a "Word of the Week." Posts are usually associated to something relevant happening during that week or month. For example, during the month that Volunteer Income Tax Assistance (VITA) sessions were held at DCSS, the "Word of the Week" was once "intercept" referring to the department's ability to intercept tax returns to pay overdue child support. April was Minority Health Month, so DCSS posted a link to ArrowCare, San Bernardino's low-income health program. Page visitors can also learn about upcoming events, Child Support job openings, office closures and ways to utilize the department's self-service tools.

The social media site serves as a supplement to the department's website, which was recently redesigned to create a more fulfilling customer service experience. The website's design is more user-friendly due to its easily-navigable layout. It also has enhanced multimedia features such as an office locator, which links customers to Mapquest so that they may access directions to their nearest child support office.

The new website provides easy access to self-help tools for customers to make payments, appointments and use Customer Connect. Customer Connect is California's self-service child support case information system that allows customers to update contact information, get payment history and information, and print child support forms.

The new website also serves as an outreach tool for potential customers by providing them with step-by-step information about the child support process and a link to the Statewide Online Application (SOLA), which is used when opening a child support case.

The new website also includes a section for employers that provides information about their role in the child support process and guides them through the steps they must take to enforce an order for child support and/or health insurance coverage.

Director Connie Brunn praises the steps the department has taken to educate the community about the services provided and options for accessing these services.

"Our customers will benefit from the steps we have taken to improve our communication methods as they become more proactive in the self-help process and find that in this highly technological era, the information they need may be at their fingertips," she said. "It is satisfying to be able to work towards enhanced service delivery and efficiency and have a positive impact on the lives of our customers and their children."

Pamela D. Brown
Supervising Program Specialist



Preschool Services Department Update

Nurse Visitation/Low Income First Time Mothers Program

Do you have a client, daughter, granddaughter, sister, niece or friend who is pregnant for the first time? This can be a difficult time for a woman who has many questions about how her body is changing and how the baby is growing each day. Two relatively new programs at Preschool Services Department (PSD) can help to make the pregnancy an exciting and rewarding experience for the mother-to-be.

In addition to the Head Start, Early Head Start, and State Preschool child and family development programs, PSD operates the Nurse Visitation Program (NVP) and Low Income First Time (LIFT) Mothers Program as a way to promote healthy prenatal outcomes for low income mothers and their infants.

The programs feature registered nurses who follow a visitation schedule with the pregnant woman that consists of home visits twice per month during pregnancy, and then weekly visits for six weeks after the baby is delivered. Mothers are the primary population; however, home visits may also involve fathers and other family members as appropriate.

During pregnancy, visits by the nurse cover topics such as prenatal health and nutrition, exercise, growth and development of the baby, breastfeeding and breast health, dangers of smoking, labor and delivery and perinatal depression. After delivery, the nurse discusses postpartum care, newborn care, immunizations, postpartum depression, diaper counts and safe parenting. The programs also offer maternal development by helping mothers to develop a vision for their own future, continue their educational goals and find employment.

The programs are funded by the Federal Head Start Program and the Department of Behavioral Health. Priority is given to first-time mothers, but mothers who already have children are also accepted. There is no age limit for the pregnant women, but they must qualify according to income guidelines.

More information on the programs is available at (888) KIDS-025 or (888) 543-7025.



A mother-to-be is visited by a Preschool Services Department nurse.



Interview with California Children Services (CCS) Client and Filmmaker, Paul Mercier

When Celine Jose, Physical Therapist (PT) at the Redlands Medical Therapy Unit (MTU), called to tell me she had a great suggestion for an interview, I was very happy. The only warning she gave me was that our subject, Paul Mercier, is a very busy young man and difficult to pin down since he is in college and pursuing his hobby of filmmaking to boot. When I finally got to speak with him over the phone I thought, "What a delightful and interesting individual!" Paul told me he has been attending the Redlands MTU for 11 or 12 years. He graduated from Redlands High School in June of 2010. His favorite classes were Advanced Multi Media and Windows Networking. His favorite teacher is Mr. Kevin Bibo. Currently, Paul is completing his A.S. degree in Computer Science at Crafton Hills College and then will transfer to USC.

Paul is a young man with a plan. He states, "I will use my computer science degree from USC to finance my film career." In fact, he has already won an award for his filmmaking. He entered a contest with a group of friends and they won first place out of 30 teams in the Inland Empire's 48 Hour Film Festival. The film is now entered in the Miami Day International Film Festival for the best short film in the United States. If the film wins, it will go to the world famous Cannes Film Festival. Paul says the film was student-funded and was shot in Pioneertown, near the Yucca Mesa MTU.

The teams were given a genre theme, a statement of random dialogue and a prop. They wrote, filmed and edited the film in the span of 48 hours. You can view the short film on YouTube. It is called Snakebit, by Work and Play Productions, Inc. It's impressive!

When asked what he would like to be doing in 10 years he says, "Of course, I would like to be doing something

in Hollywood, but I really think I will be head of IT at a Tech company like Google or something." When asked what he does for fun, he says he likes to play video games and hang out with his friends.

Over the years, in the CCS program, he tells me that Elaine Bauman, Occupational Therapist Registered (OTR) MTU Supervisor was one person who positively influenced him and that Celine Jose, PT has been there through thick-and-thin for the last five years. He says jokingly of Celine, "Whenever we needed anything, she got it for us and we bugged the heck out of her!" He also wanted to give a "shout out" to Scott Whittlatch, one of our vendors, who has gone the extra mile and even drove all the way out to Reche Canyon when they lived there for a while. He says Scott is a "great guy."

When asked what advice he would give to younger children in the CCS program he said, "I know its cliché, but I would say, 'don't listen' to people who tell you that you can't do something." I heard an anonymous quote that goes something like this, 'Sometimes we have to do what we don't want to in order to achieve what we want.' I studied so hard in high school and often times stayed up until midnight; I've seen people crack under the pressure, but I've had 8 to 10 surgeries, four day-a-week therapy, completed all my classes and went through a lot of pain. Sometimes I hear others complain and think if I can do that, I can hit it out of the park." He says, with a laugh, that some people call the MTU PT's, "Physical Terrorists," but he really appreciates how they pushed him and made him work through the pain.

I have a feeling in years to come we may be hearing more about him ... see you at the movies, Paul!



Department of Public Health Update

Animal Care and Control Division

Animal Care and Control Partnerships

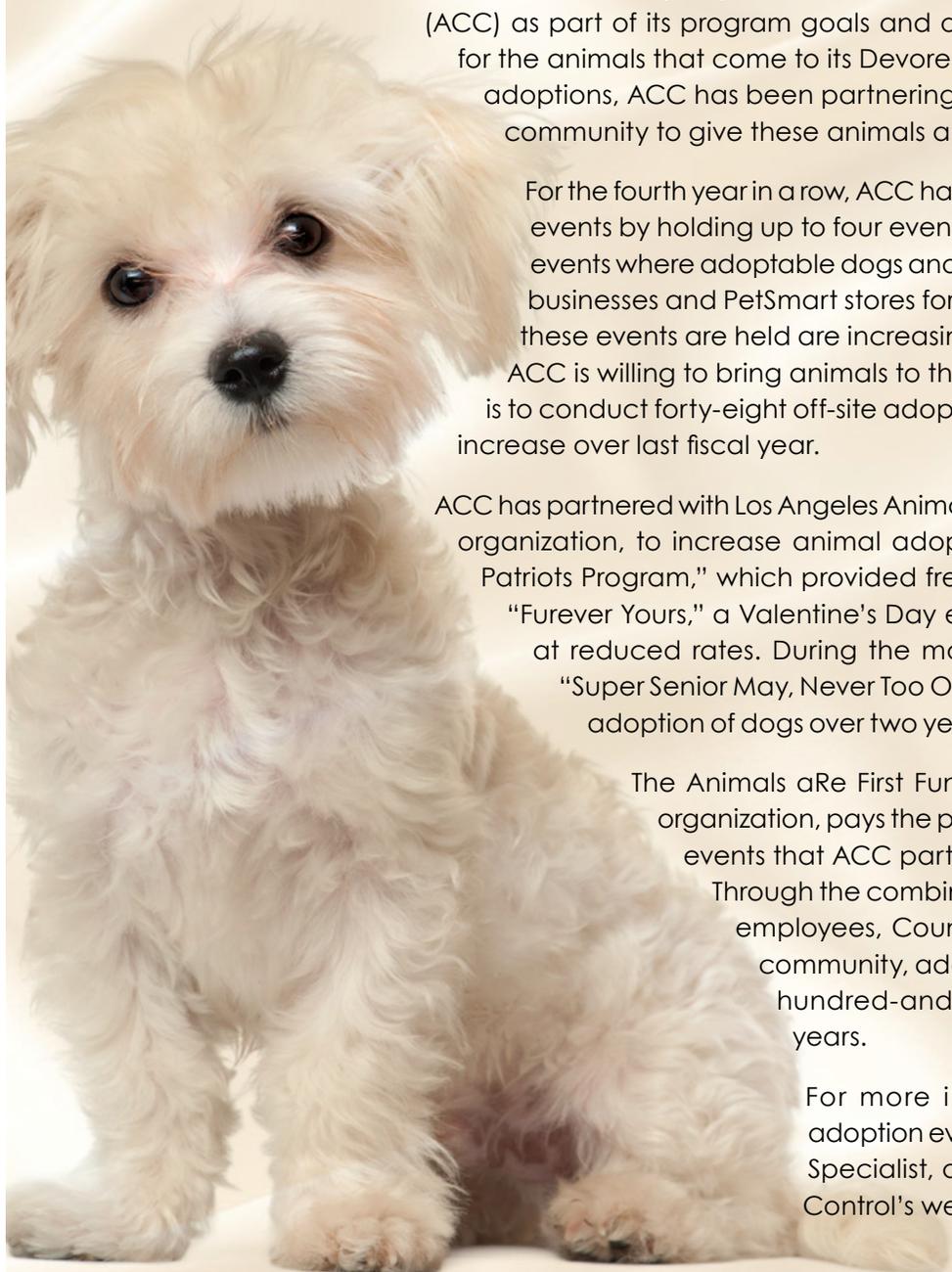
San Bernardino County Department of Public Health, Animal Care and Control Division (ACC) as part of its program goals and objectives attempts to find forever homes for the animals that come to its Devore and Big Bear shelters. To facilitate animal adoptions, ACC has been partnering with private and non-profit entities in the community to give these animals a chance to find new and happy homes.

For the fourth year in a row, ACC has increased the number of off-site adoption events by holding up to four events per month. Off-site adoption events are events where adoptable dogs and cats are taken to local community events, businesses and PetSmart stores for the public to adopt. The venues at which these events are held are increasing in variety as more businesses learn that ACC is willing to bring animals to their location. ACC's goal for this fiscal year is to conduct forty-eight off-site adoption events, which is a twenty-five percent increase over last fiscal year.

ACC has partnered with Los Angeles Animal Alliance, a Los Angeles-based charitable organization, to increase animal adoptions. ACC participated in the "Pets for Patriots Program," which provided free adoptions to U.S. military veterans and "Forever Yours," a Valentine's Day event which offered animals for adoption at reduced rates. During the month of May, ACC will participate in the "Super Senior May, Never Too Old to Play," adoption event promoting free adoption of dogs over two years old to adopters sixty-five years or older.

The Animals aRe First Fund (ARFF), a private non-profit charitable organization, pays the portion of the adoption fee for the adoption events that ACC participates in to lower the cost of adoptions. Through the combined efforts of the Animal Care and Control employees, County employees donating to ARFF and the community, adoptions have increased by more than one hundred-and twenty-five percent over the past four years.

For more information or to schedule an off-site adoption event, contact Dale Parker, Health Education Specialist, at (909) 387-9156, or visit Animal Care and Control's website at www.sbcounty.gov/acc.





Preparedness and Response Program - San Onofre Nuclear Generating Station (Songs) Ingestion Pathway Exercise

The Preparedness and Response Program participated with a host of other federal, state and local agencies in a three day exercise which began in April 2011 and ended in December 2011, testing and implementing a Radiological Protection Program Plan.

The California Emergency Management Agency (Cal EMA) in coordination with key San Bernardino County representatives from the Fire and Sheriff's Departments, Agriculture Commission, Department of Public Health, Environmental Health, ICEMA and others met in preparation for the State Ingestion Pathway Exercise for the San Onofre Nuclear Generating Station (SONGS). The SONGS 2011 Evaluated Ingestion Pathway Exercise was sponsored by CalEMA and the local jurisdictions surrounding the SONGS.

This exercise was primarily for Orange County and the three Orange County cities that are at greatest risk. However, depending on prevailing winds and other weather conditions, San Bernardino County is in the potential 50-mile Ingestion Pathway Planning Zone for a radiological release incident.

The exercise provided the County with beneficial information and awareness for planning and implementing a Radiological Protection Program Plan for the ingestion pathway. In addition, stakeholder agencies will work together to develop appropriate protective actions, implement strategies, coordinate an effective public message/public information effort, and explore the make up of the Joint Information Center.

Radiological accidents, which result in the release of radioactive materials, may result in long-term health risks and contamination of state resources, including air, water supply, groundwater, and agricultural lands.

To prepare and mitigate for such an occurrence, the Federal Emergency Management Agency (FEMA) requires an emergency (plume) phase exercise every two years, and execution of a graded ingestion pathway exercise in each state maintaining a nuclear power plant every six years.

Ingestion pathway refers to the ingestion of radioactive materials. The goal is to avoid this occurring either directly through air, food, and water, or indirectly through milk from cows that have eaten contaminated vegetation. The primary concern is the potential for bioaccumulation of radioactive matter in children, pregnant women and other at-risk populations.

There are three phases to the exercise: the Plume Phase, the Ingestion Pathway Phase and the Recovery Phase. Since San Bernardino County is not within the "10-mile Plume Radius," our participation in the Plume Phase of the exercise is not mandatory.

However, according to CalEMA planners, portions of San Bernardino County are within the 50-mile ingestion pathway emergency planning zone radius established by federal guidelines. This means that such an event could affect San Bernardino County water supplies, growers, ranchers, dairies and the population at large.

The Ingestion Pathway Phase of a nuclear incident is the period of time when reliable environmental measurements are available for use as a basis for decisions on additional protective actions. It continues until these additional protective actions may be terminated. The ingestion pathway phase overlaps both the Emergency and Post-Emergency phase and can last from weeks to many months.

The primary planning agencies for the SONGS 2011

continued on next page

Preparedness and Response Program Continued...

Ingestion Pathway exercise were CalEMA and the California Department of Public Health (CDPH). Orange County stakeholders including the cities of San Juan Capistrano, Dana Point and San Clemente are participants. San Bernardino County representatives from several departments participated in the exercise to add vital information and expertise.

The three day exercise dress rehearsal was conducted March 8-10, 2011. During the dress rehearsal, FEMA evaluators and exercise participants provided critiques to improve the potential for a successful exercise outcome in April. As a result of the County's participation in the dress rehearsal, the Japan earthquake, subsequent tsunami and effects on the Dai-ichi nuclear power plant, we have formed the Radiological Protection Program Committee comprised of County representatives from OES, Public Health, Fire/HazMat, Agriculture Weights and Measures, Environmental Health Services, Arrowhead Regional Medical Center, the Sheriff's Department and others.

The mission of the committee is to take the lessons learned from the SONGS exercise and recent Japan events and apply them to our planning efforts and development of a Radiological Protection Program Concept of Operations plan.

The FEMA After Action Report/Improvement Plan was officially published on March 12, 2012. There were no deficiencies or improvements noted for San Bernardino County and all requirements and objectives for the exercise were met. This could not have been achieved without the participation and commitment of each of the Nuclear Protection Plan (NPP) Committee representatives and involvement in the SONGS exercise.



Corwin Porter,
MPH, REHS
Division Chief,
Environmental
Health Services



COUNTY OF SAN BERNARDINO
Environmental Health Services
DEPARTMENT OF PUBLIC HEALTH

Department of Public Health Update

Food Safety HELP (Health Education Liaison Program)

The Division of Environmental Health Services (DEHS) recently launched a new consultation program called Food Safety HELP (Health Education Liaison Program).

The purpose of Food Safety HELP is to guide food facilities in improving their standard operating procedures to ensure compliance with food safety regulations. It is also designed to support facilities that would like to improve their grade or introduce new operators to health and safety expectations. This program gives food facility operators and food handlers a one-on-one opportunity to ask questions and receive constructive feedback to improve their operations.

Food facilities can take advantage of various services offered by Food Safety HELP including one-on-one consultations, educational materials, and mock inspection evaluations addressing points of concern.

Consultations and mock inspections are conducted by an experienced Registered Environmental Health Specialist. Consultations will not affect a current facility grade, but issues hindering improvement and/or compliance will be addressed. A final consultation report is left for the operator.

The cost for the first HELP consultation is absolutely FREE for every food facility (any subsequent consultation visits will be conducted at the current hourly rate). Food facilities in San Bernardino County are encouraged to take advantage of this opportunity and allow the Division of Environmental Health Services to help them achieve their goals.





Transitional Assistance Department Update

TAD's VITA/EITC Campaign Brings Back \$9.7 Million to the Community



*Jessica Paran, Nancy Swanson, Barbara Kuhns,
Vickey Jones and Mary Ann DeLa Riva*

On January 24, 2012, the Transitional Assistance Department (TAD) came before the Board of Supervisors (BOS) to present its Volunteer Income Tax Assistance (VITA)/ Earned Income Tax Credit (EITC) campaign plans. TAD's goals were to provide free income tax assistance so that more families can access EITC and other federal credits. These credits are spent in neighboring businesses, spurring local economic activity. A study by the New America Foundation found that every dollar of EITC that's claimed generates roughly \$1.50 in economic activity. The department's goal was to process \$7 million in federal refunds.

It was with great pride that TAD came back to the BOS on April 24 to report on the outcomes of the VITA/EITC project. Due to a more robust marketing campaign and partnerships with other county departments, TAD exceeded its projected goals.

SNAPSHOT OF SERVICES

- Number of federal returns filed: 5,043 (189% increase from 2011)
- Total value of federal refunds: \$9,756,220 (137% increase from 2011)
- Total value of state refunds: \$488,988
- Amount of EITC claimed: \$5,116,275
- Estimated local economic activity due to EITC: \$7,674,412

TAD Director Nancy Swanson thanked the Board of Supervisors, the Chief Executive Officer Greg Devereaux, and the Assistant Executive Officer for Human Services Linda Haugan, for their support of the project. Ms. Swanson also gave a heartfelt thanks to staff, including our subsidized Work Experience participants, who were a vital part of this campaign.

Representatives from the Internal Revenue Service (IRS) presented TAD with a Community Service Leadership Certificate of Appreciation for TAD's outstanding effort to grow VITA in the county. The IRS Area 4 Chief of Staff Mary Ann DeLa Riva, IRS Territory Manager Barbara Kuhns, Tax Consultant Vickey Jones, and Tax Consultant Ali Frank were on hand to present the plaque.

Tax season is a stressful time for families who may have difficulty navigating the tax code and the multitude of commercial (sometimes predatory) services around them. Having free quality tax preparation allows families to keep more of their refund to spend on their needs or save for a rainy day. As one customer wrote, "Thank you so much for going above and beyond in regards to my taxes. I will definitely be returning next year!"

Transitional Assistance Department Update



CalFresh - The First Line of Defense

There's a war going on in San Bernardino County and the Transitional Assistance Department (TAD) is on the frontline! It's not a war with other countries; it's a war against hunger. Thankfully TAD has a special weapon that arms us to not only engage in the war, but to win it. That weapon is the CalFresh program.

The CalFresh program is the first line of defense against hunger, and our staff has the awesome responsibility of enrolling qualified individuals into this program every day. Thousands of our residents are receiving CalFresh, yet we are told that California has the lowest participation rate of qualified individuals, and our county in particular is near the bottom of that scale. Our department is committed to promoting the benefits of CalFresh, and we are involved in a number of ongoing community outreach events, and are partnering with various federal, state, and local agencies in getting the word out about CalFresh. We have even received nationwide recognition and awards for our efforts in this war against hunger. Yet, we continue to be faced with a significant number of individuals that qualify, but are not receiving CalFresh benefits.

In an attempt to step up our efforts even more, the Director of TAD Nancy Swanson and the SNAP (Supplemental Nutrition Assistance Program) Program Director for the Food & Nutrition Services of the Department of Agriculture's Dennis Stewart met with our management team on January 10, 2012. We brainstormed ideas and solutions and decided to focus on taking an active role in creating a consortium of community- and faith-based organizations (CBO/FBO).

Our goal was to partner with the CBOs/FBOs in reaching residents that may never visit a TAD office but would come to a local community location. On January 11, 2012, we met with approximately 60 CBO/FBO representatives and in subsequent meetings we established the consortium and identified mutual needs and goals.

On April 3, 2012, we met one of the major goals of the consortium, when approximately 160 CBO/FBO representatives gathered to hear TAD provide training on the CalFresh program. Diana Alexander, Assistant Director, presented an overview of TAD and the CalFresh program. Next Maria Contreras, CalFresh Program Specialist, presented some clarifications about specific policies and dispelled some of the myths the community reps hear about the program. Finally, June Hutchison, Deputy Director, gave a demo of our C4Yourself online CalFresh application and showed them how they could register as organizations in the new portal. We also provided attendees with customized CalFresh toolkits to help answer questions about the program and assist individuals with applying for benefits. We believe that our efforts will lead to increased community outreach.

The war against hunger continues, but the good news is that we win a battle every day by increasing access to nutritious food, providing a significant economic stimulus to local businesses, and making a positive impact on the health outcomes of our citizens. Together we are making a difference in the lives of individuals and families in our community. Let's keep up the good fight!!



Employee of the Month



APRIL SEJAL PATEL

Staff Analyst, CN

Sejal became the Children's Network Staff Analyst in June 2011. She was originally hired in February 2011 as the Child Abuse Prevention Coordinator and promoted when the analyst position became available. In the relatively short time that Sejal has been with Children's Network she has taken the opportunity to familiarize herself with all projects and work that is done here.

Sejal is primarily responsible for managing the fiscal and budgetary procedures associated with the many grants that help fund Children's Network. She has also been assigned to do a variety of studies and provide written reports on often very sensitive subjects such as the number of child deaths in the county. She has taken on all these varied responsibilities with the utmost professionalism and accuracy. She is extremely detail and logic oriented and takes great pride in her work, never overlooking the smallest detail. Children's Network is very fortunate to have an employee with qualities that Sejal brings to her position.



MAY SUE SCOTT

Supervising Social Service Practitioner, DAAS

Sue has been committed to the betterment of the community she serves since 1989. During her social work career, Sue has worn many hats including Social Service Practitioner for Children and Family Services and Clinician for the Department of Behavioral Health. In 1999, Sue came to do an outstanding job for the Department of Aging and Adult Services as a Social Service Practitioner, thereafter promoting to her current position.

Never the one to shy away from extra assignments, Sue is currently supervising employees in three offices covering a very large geographic area in the High Desert. Sue always demonstrates a sustained commitment in all she does. This was most recently noted during her participation in the Adult Protective Services (APS) Business Process Reengineering Group and development of the DAAS Case Management System (DCMS).



JUNE ROBERT HUNT

Quality Review Specialist, PID

Robert currently works for the Quality Review Unit (QRU) as a special projects worker. He has also worked as a Time Limit Reviewer and as a Home Call Worker. Robert is currently assigned to the prison/jail match reports and helps with other QRU functions, including the 272F warrant check referral requests to ensure individuals who are incarcerated, have warrants or drug felonies cease to receive benefits. Robert works closely with TAD line staff to ensure case actions are timely and accurate.

As a Home Call Worker, Robert worked closely with customers to ensure the requested information was obtained and reported to the appropriate eligibility worker. Robert was part of the Process Approach to Case Excellence (PACE) Supervisor/OA committee for planning purposes and implementation of the new case management system. He assisted in training the Program Integrity Division (PID) Communication Policy to line staff during the pre-implementation phases of PACE. Robert makes changes in function, units, supervision, and management with a smile. Describing Robert as friendly is an understatement. He is a very hard worker and remains entertaining to all persons he encounters.

The following employees received service pins at the March 20, 2012 presentation. Each employee has served the County for 20 years or more.

Everyday Employees... Extraordinary Work

We extend our congratulations to the following employees:

35 Years of Service



Shown: Deborah Hackett, TAD



20 Years



of Service



Left to Right: Henrietta Calderon, CFS; Elaine Rimke, TAD; Gail Cook, TAD; Joyce Jones, CFS; Yolanda Zamora, TAD; Dianne Lewis, TAD; Audie Diggs, TAD; Gale Graab, TAD

30 Years of Service



Left to Right: Kathryn Brookins, CFS; Elsie Anzures-Taylor, CFS; Shelly Carso, HS Auditing
Not Shown: Jacquelyn Pringle, DBH



Left to Right:
Toni McDonald, DAAS; Shirleen Ross, TAD; Wendy Araiza, DCSS; Roger Gonzalez, DPH; Laneta Cordova, DAAS

25 Years of Service



Left to Right: Christine Lira, TAD; Alex Harris, ITSD; Anna Leichter, HS Auditing
Not Shown: Henry Juarez, DPH; Linda Parrott, TAD; Manzel Caldwell, TAD



Left to Right: Margaret Montes, TAD; Vernice Chapman, CFS; Margaret Weiford, DPH; Lillian McConnell, CFS; Deena Gibson, TAD; Gloria Alva, TAD; Ericka Marin, TAD
Not Shown: Allen Bui, ITSD; Diana Boatright, TAD; Diana Gates, TAD; Gail Dickerson, TAD; James Ingram, PSD; Kendall Taylor, PID; Ronald Buttram, DAAS



Schedule of Classes

Offerings for July – September 2012

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

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

General Development Classes - Class Name	Date	Locator #	Fee	Time
So, You Think You Want to be a Supervisor? DPA Only	7/10/12	34120	n/a	8:30 – 4:00
Performance Counseling Skills Supervisors Need - DPA Only	7/12/12	34122	n/a	8:30 – 4:00
Writing for Clarity and Career (2 days) – National University	7/17-18/12	34121	\$190	8:30 – 4:00
Interviewing and Test Taking Skills – Victorville – DPA Only	7/18/12	34123	n/a	8:30 – 4:00
CPR/First Aid	7/19/12	35965	\$75	8:30 – 4:00
Diversity & Inclusion: Frame by Frame – National University	7/19/12	34124	\$120	8:30 – 4:00
Performance Counseling Skills Supervisors Need – National University	7/19/12	34125	\$120	8:30 – 4:00
Interviewing and Test Taking Skills – National University	7/24/12	34126	\$120	8:30 – 4:00
Managing Your Emotions – National University	7/25/12	34127	\$120	8:30 – 4:00
Public Speaking Without Fear – Victorville - DPA Only	7/31/12	34128	n/a	8:30 – 4:00
Coping With Difficult People – National University	8/2/12	34129	\$70	8:30 – 12:30
Time Management – National University	8/9/12	34130	\$70	8:30 – 12:30
Service is an Attitude – National University	8/14/12	34131	\$120	8:30 – 4:00
Workplace Philosophy: What does love have to do with it? – National University	8/16/12	34132	\$70	8:30 – 12:30
So, You Think You Want to be a Supervisor? – National University	8/22/12	34133	\$120	8:30 – 4:00
Writing for Clarity and Career (2 days) – DPA Only	9/5-6/12	34135	n/a	8:30 – 4:00
Time Management – DPA Only	9/18/12	34139	n/a	8:30 – 12:30
Diversity & Inclusion: Frame by Frame – DPA Only	9/18/12	34136	n/a	8:30 – 4:00
Training for Maximum Impact (2 days) – DPA Only	9/19-20/12	34137	n/a	8:30 – 4:00
Conflict Resolution – DPA Only	9/26/12	34138	n/a	8:30 – 4:00
Computer Classes - Class Name	Date	Locator #	Fee	Time
Excel 2007 Advanced - DPA Only	7/17/12	36189	n/a	8:30 – 4:30
Quick Books 2010 Level 1 – DPA Only	7/18/12	36464	n/a	8:30 – 4:30
Power Point 2007 Intermediate – DPA Only	8/8/12	36199	n/a	8:30 – 4:30
Project 2007 Level 1 – DPA Only	8/9/12	36466	n/a	8:30 – 4:30
Word 2010 Introduction	8/14/12	36268	\$120	8:30 – 4:30
Excel 2007 Introduction – DPA Only	8/15/12	36201	n/a	8:30 – 4:30
Excel 2010 Introduction	8/16/12	36277	\$120	8:30 – 4:30



Excel 2007 Introduction	8/21/12	36203	\$120	8:30 – 4:30
Power Point 2010 Introduction	8/22/12	36269	\$120	8:30 – 4:30
Word 2007 Introduction	8/23/12	36206	\$120	8:30 – 4:30
Power Point 2007 Introduction	8/28/12	36224	\$120	8:30 – 4:30
Publisher 2003 – Level 1 – DPA Only	9/4/12	36467	n/a	8:30 – 4:30
Quick Books 2010 – Level 1	9/5/12	36468	\$170	8:30 – 4:30
Power Point 2007 Advanced – DPA Only	9/11/12	36226	n/a	8:30 – 4:30
Excel 2007 Intermediate – DPA Only	9/12/12	36227	n/a	8:30 – 4:30
Word 2007 Intermediate – DPA Only	9/19/12	36230	n/a	8:30 – 4:30
Visio Professional 2007 – Level 1 – DPA Only	9/20/12	36487	n/a	8:30 – 4:30
Excel 2007 Intermediate	9/25/12	36231	\$120	8:30 – 4:30
Power Point 2007 Intermediate	9/26/12	36232	\$120	8:30 – 4:30
Web Design with XHTML, HTML, and CSS – Level 1	9/27/12	36469	\$170	8:30 – 4:30
Classes for Supervisors - Class Name	Date	Locator #	Fee	Time
Fundamentals of Supervision I (5 days) – National University	8/7, 8/8, 8/21, 8/29, 9/4/12	34331	\$650	8:30 – 4:00

Pre-registration is required for the classes listed in this announcement; to register:

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*.

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

Through the PERC LMS (Learning Management System) Learning Network 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