

# Human Services onnection



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

## Administrator's Message



Carol Anselmi

**W**e have a new addition to the HSS web site. It is the HSS Annual Report. This document was prepared to serve three purposes:

- \* to provide information about what each department and division does,
- \* to highlight our successes, and
- \* to outline goals and objectives for the year.

Your managers have put together this excellent report to guide us throughout the year. My special thanks to **PERC**, and especially **Peggy Dillaman**,

for fine-tuning the report. I hope you will all take a moment to review the Annual Report, savor your accomplishments, and help your departments reach their 2004 goals.

The **Department of Child Support Services** kicked off their strategic planning process with a reception to celebrate the development of the Mission, Vision and Value Statements. These products were developed by line employees, supervisors and managers in a "bottom up" process. My thanks to all the staff who were enthusiastic about taking a fresh look at how DCSS does business and trying to improve it. Their next goal is business process re-engineering, which is very timely given that they will have two major changes in how they do business. The first is the new interface to welfare via the **Consortium IV** automated system and the second is the conversion next year to CASES for child support case processing. They have a lot of work ahead of them, let's all do what we can to support their efforts.

Speaking of Consortium IV, as of April 5 we had our first two counties on the system. We have had some glitches but they are being resolved on a daily basis. In fact, the system is working very well according to Merced staff. It is important to note that no large, complex automation system is implemented without needing some fine-tuning. Even more so when you are trying to take four very diverse counties with varying levels of automation and convert them into one system. I think those of you using the system will find that it is very easy and very efficient, and I hope you are looking forward to our implementation in October as much as I am.

The **Department of Children's Services** has just completed its peer review process wherein Riverside County staff reviewed many of their cases. The process was designed to identify any deficiencies and help San Bernardino County make improvements. The results of the review were very positive and support the fact that our casework is generally very good. As the first in the state to complete peer reviews, our process will help guide other counties in this effort to improve quality. Congratulations to DCS! ■

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# Editor's Corner



*Monique Thomas*

**N**ext month we begin a new fiscal year that will undoubtedly provide new challenges and opportunities. The article on page 11 talks of career planning even during tough economic times. Some say that success is when preparation meets opportunity, so take time to prepare yourself for future opportunities. We can always be open to new chances for growth and challenge.

May 3-9, 2004 was **Public Service Recognition (PSR)** Week. San Bernardino County celebrated with the 15th Annual Award for Excellence presentation. The Everyday Employees... Extraordinary Work section on pages 6-7 provides background about PSR and begins the profiles of HSS honorees.

How are we doing?

How do you like the newsletter? Do you feel that your department is adequately covered in the *Connection*? These questions and many more will be included on a short survey available later this summer. ■

*Monique Thomas*  
HUMAN SERVICES SYSTEM

**Recognition:** Wendy Mapes, Secretary (to Stephen Hall, DISM) of ITSD, provided the CWN photos published in the March *Connection*. Mapes has been a photographer for a number of years. I look forward to future contributions to the *Connection*.

*"I am of the opinion that my life belongs to the whole community and as long as I live, it is my privilege to do for it whatever I can. I want to be thoroughly used up when I die, for the harder I work the more I live."*

*—George Bernard Shaw*

## 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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# Ethics Contest: The Three Most Important...



Jim Pesta

**R**ecently, a colleague asked me to identify what I believed to be the three most important parts of our **Ethics Resource Office** intranet site. As we discussed the site's many features and resources, I found it difficult to narrow the list to just the top three. Hmm... this was quite a quandary – a dilemma. In fact, I guess you could say it was an “ethical dilemma.”

Later, as I reflected on the question, I said to myself, “Self, what do you suppose the readers of the *HSS Connection* would say about this question?” Suddenly, the clouds parted, a light went off and a grand idea was born amid the dust, journals, brochures, and booklets cluttering my humble yet comfortable work place setting. **Yes, by gosh, a contest!** Just in time for summer!

**Here's how it works:** Make a copy of this page and complete steps one through four. Provide the requested information and respond to the questions. Then, send it to me by interoffice mail **no later than July 1, 2004**, and you will be entered into a drawing to receive a free class at PERC. **Now, that's a pretty “perky” ethics contest!**

**Step 1:** Visit the Ethics Resource Office (ERO) intranet site via Countyline or the HSS intranet website. (Hint: Look in the “Sites to Visit” section.)

**Step 2:** Explore the ERO intranet site viewing the many resources and features available.

**Step 3:** Provide the following information and complete the questions.

Name: \_\_\_\_\_ Work Location: \_\_\_\_\_ Phone #: \_\_\_\_\_

**Question One:** What do you believe to be the three most important parts (features and resources) available at the Ethics Resource Office intranet site?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**Question Two:** Why did you choose these three? \_\_\_\_\_

**Step 4:** Send your completed form via interoffice mail no later than July 1, 2004 to:

Mail Code: 0038  
Ethics Resource Office – PERC  
Attention: Jim Pesta

I'm looking forward to your responses and to drawing the winner in early July! As part of next quarter's article, the winner of the drawing will be announced and we'll share the top three picks by our readers.

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](mailto:jpesta@hss.sbcounty.gov) or [ethics@hss.sbcounty.gov](mailto:ethics@hss.sbcounty.gov) or (909) 381-7960. ■

*Jim Pesta*  
ETHICS RESOURCE OFFICER

# Department of Children's Services Update



*Carlos Cervantes*

**N**ina Coake, a County licensed foster parent for over 50 years, has retired. Nina, along with her late husband, cared for over 1,100 abused and neglected children during their incredible tenure. Her resume of offices held as a foster parent and awards received would overwhelm this column. Nina, on behalf of the Department of Children's Services and the 1,100 children that you cared for, we wish you well in the future. We love you!

If you would like to become a foster or adoptive parent, you can request an orientation schedule by calling 1-800-722-4477 or

(909) 891-3300. If you wish to talk to a foster or adoptive parent for the "inside scoop," contact me at (909) 891-3583 and I will connect you. They can, perhaps, help you decide whether you want to step forward and accept a very rewarding challenge.

May was Foster Parent Appreciation Month. There was no better way to celebrate than to have a picnic in honor of our hard working and devoted foster and kinship parents. Held at a local amusement park, the children also enjoyed the picnic. A fun time was had by all!

Have a safe and fun summer! ■

*Carlos Cervantes*

RECRUITER, FOSTER/ADOPTIVE PARENT  
(909) 891-3583

## C-IV Update

**H**ello again! There are only 5 months before C-IV goes live in San Bernardino County on September 28, 2004, and several activities are underway. The best news to report is that Merced County went "live" with C-IV on March 1, and Stanislaus County followed on April 6. We will learn many valuable lessons from their experiences. We may even be able to send some staff to those counties to participate and learn first-hand what it takes to process status reports and re-evaluations in the new system.

Here at home, Leadership Series III was completed in March. The C-IV Change Management Team met with TAD, TAD/ESP, Auditing and PID supervisors and managers to discuss all the new changes brought about by the new system. Supervisors are now sharing this information with staff. Both management and staff will use this information to prepare themselves for C-IV training, coming this summer.

Conversion Model Office (COMO) was conducted in February at the project site in Sacramento. The purpose of COMO was to:

- \* identify the challenges users will experience during Release 2 implementation,
- \* identify any gaps in converted data,
- \* measure the time it takes to complete the end-to-end process of issuing benefits for new applications, and
- \* review actual case data and run EDBC (Eligibility Determination & Benefit Calculation) for a sample of cases.

**Donna Diaz**, a CWII from TAD District 02 in San Bernardino said, "I found my experience in Sacramento to be very informative. It was a great and positive experience." **Laura Carl-Davis**, a CWII from TAD District 25 in Ontario stated, "It is very interesting to see C-IV progress toward the go-live date and to participate in some of the activities." More COMO testing to come!

In March, the project completed a conversion "dry run" of Release 1 data to identify problems such as duplicate entries, missing addresses, etc.. Release 1 data includes all of the information listed in the current County Resource Directory. Staying with the conversion theme, the PSEs entering information into the C-IV Interim Application (CIA) are working their way through the TAD offices. They started with Medi-Cal cases and will begin entering CalWORKs information by the end of April. Eventually all TAD staff will be updating information in CIA to keep it accurate for conversion into C-IV.

The C-IV staff, both here and in Sacramento, are hard at work getting the new system ready and planning for your training. In the coming months make sure to contact C-IV staff, your supervisor or your C-IV coach if you have any questions about the system, training or conversion.

Until next time... ■

*Ken Doughton*  
C-IV CHANGE COORDINATOR

# Children's Fund Update



Rebecca L. Stafford

## *"Indiana Quack & His Crusaders ... In Search of the Lost Child" ...*

Held on April 17, 2004 at Pharaoh's Lost Kingdom, the **12th Annual Rubber Duck Race** was hailed a successful campaign for the at-risk children in our county! While the rain wreaked havoc with the day's festivities and concert, it did not dampen the spirits of all who joined to cheer their little feathered ducklings across the finish line! What a sight, as

16,000 *Indy Quacks* navigated the treacherous waters of Pharaoh's Nile River, in their quest for first place: Zareh Sarrafian, of Loma Linda Medical Center, won the \$1,000 grand prize. Citizens Business Bank was, once again, the winning Duck Adoption Sales Team!

My sincere thanks to our County family for your continued support of this event, which helps us to ensure that the children we serve, will continue to receive basic necessities and self-esteem needs through the summer months. We would also like to thank the County Board of Supervisors for kicking off our event and issue **quacktacular kudos** to **Second District Supervisor Paul Biane** and **Fifth District Supervisor Clifford Young** who tied for first place in the "duck drop" of the decade! Thank you for being such great sports for the kids! Additionally, a pyramid of praise goes out to **Judge Tara Reilley**, who certainly earned her place as our "*Cleoducktra of the Nile*," as she officiated the race in the pouring rain and for the passion with which she continues to embrace the plight of "our kids."

## UPCOMING EVENTS...

Our **12th Annual Golf Classic**, which tees off on June 7, is rapidly approaching. We anticipate raising about \$280,000 through this venue, thanks to our major sponsor and supporter, the A. Gary Anderson Family Foundation. Our golf classic is held in memory of our founder, Gary Anderson. Gary's daughter, Erin Anderson Lastinger, and the Board of Trustees for the Anderson Family Foundation have hosted our tournament since the inception, raising in excess of \$2.1 million for the kids!

Our Bonnes Meres Auxiliary will again host their **Annual Birthday Brunch** on April 28. This year's Brunch will be held at the Redlands Country Club and is designed to allow ladies to bring birthday presents for kids who without their generosity would not receive a gift on their special day. This year's goal is 1,000 birthday presents. Our sincere thanks to **Cathy Cimbalo** and her dedicated staff at **DCS** for making this collaborative effort a tremendous success!

And, as hard as it is to believe, the **16th Annual Celebration of Giving Campaign** will once again begin in August for Children's Fund. I am proud to report that December's 2003 holiday season came to a close as we distributed just under **\$1 million in toys and gifts** to the at-risk children in our county ... **We could not have done it with out you!** Last, but certainly not least, I want to extend my heartfelt gratitude to all the County employees who have supported Children's Fund through our various events and the Employee Giving Campaign. Your generosity has truly made a difference in the lives of many children! ■

*With Gratitude*  
**Rebecca L. Stafford**  
EXECUTIVE DIRECTOR



# CHILDREN'S FUND

# Everyday Employees... Extraordinary Work

Continued on next page 

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

## Service Pins

The following employees received service pins at the Board of Supervisors meeting held Tuesday, February 17, 2004. Each employee has served the County for 20 years or more. ■

## 35 Years of Service



Paulette Finneseth,  
DAAS

### \*Not Pictured:

**30 years** Roland Quick, DBH

**25 years** Janet Brantley, PH  
Hortensia Rehmann, PH

**20 years** Deborah Cruz, DCSS  
Linda Mansen, TAD  
Jeff Rey, PH

## 30 Years of Service



From left to right: Debby Johnson, DAAS;  
Debbie Musgrave, DBH.

## 25 Years of Service



From left to right: John Smith,  
DBH; Lydia Garcia-Usry, PH;  
Patti Boughamer, DCS; Lois Bush,  
Consortium IV

## 20 Years of Service



Bobbie Cox, DAAS



Front row  
Marilyn McClain, DCS; Teri Bracy, DBH  
Back row  
Penny Fox, DCS; Jerry Dowdall, DBH;  
Christine O'Hagan, DBH



**Strive  
for  
excellence**

# Everyday Employees... Extraordinary Work

## Public Service Recognition



This year marks the County of San Bernardino's fifteenth year of participation in Public Service Recognition Week!

Public Service Recognition Week, celebrated the first full week in May, has been in existence since 1985. The week provides an opportunity to celebrate, recognize and appreciate the invaluable service that the millions of federal, state and local government employees provide to the nation.

In celebration of Public Service Recognition, on Tuesday, May 4, the Board of Supervisor presented 39 outstanding employees with *Awards for Excellence*. Ten HSS employees received awards. Over the next year, the Connection will profile the ten honorees.

### Helayne Martineau

As a Clerk II at the Performance, Education, and Resource Centers (PERC), Helayne Martineau answers phones, assists customers at the front counter and handles all ordering for PERC. From office supplies to training equipment, Martineau makes sure that PERC staff and customers are always fully equipped for any job at hand. Good organization and time management are necessities of her job. "When I think of Helayne, I think efficiency, efficiency, efficiency," one co-worker remarked. She is our 'go to' person."



Martineau's dedication is not limited to work. Her "can-do" attitude also helped her to earn a Bachelors degree while working full time. She accomplished this goal without the convenience of owning a car. In an effort to assist other employees with unique commuting needs, Martineau became PERC's on-site Commuter Services contact. She facilitates information about ridesharing, vanpooling, and walk-to-work programs from Commuter Services to PERC staff members.

When asked about receiving the *Award for Excellence*, Martineau said, "I was happy, but surprised. Of all the deserving people at PERC, I can't believe that I was chosen."

### Virginia Lugo



Virginia Lugo is a Quality Review Supervisor II for the Program Integrity Division of Human Services System Administration. Lugo supervises six district offices a total of 40 employees. She is a dedicated professional with a constant positive outlook.

Lugo's supervisors describe her as "ethical without exception" and tenacious. "She does not give up," one supervisor said, "That tenacity is a big part of her success." Specifically, Lugo and her staff, in collaboration with TAD, developed effective error mitigation review processes. Lugo and her staff also worked with the Program Development Division (PDD) in policy decisions that improve Food Stamp payment accuracy and reduce error rate impact.

Lugo has been with the County for over 18 years. She began her career as an Eligibility Worker. Over the years she has come up through the ranks and is currently recognized by both state and federal agencies as an expert in the Food Stamp Quality Control field.

Outside of work, Lugo is an athlete and avid cyclist. Two years ago, she rode her motorcycle cross-country. ■

**HSS Employee of the Month  
in next issue...**



# PSD Job Swap

**H**ow many times have you wanted to say to your boss, “If you think my job is so easy, why don’t you do it?” If you still have your job, chances are you probably kept this comment to yourself. However, on March 12, 2004, PSD teacher **Fe Triani** had the opportunity to watch the boss do her job when PSD director **Roberta York** acted as preschool teacher for a half day at the Upland Head Start site.

“Think *Trading Spaces* [the reality television show] Head Start style,” Program Specialist **Pattie McGinty** said. McGinty initiated the job swap as a low cost, creative way to boost employee morale. “Who doesn’t want to see the boss do their job?” McGinty said.

Not only did York work as preschool teacher, but Fe Triani had the opportunity experience a day in the life of a department head when she shadowed York earlier in March. “I never realized how busy she was! She attends a lot of meetings,” Triani said.

In addition to York, Deputy Directors **Ron Griffin** and **Carole Mason** also participated in the job swap. Griffin taught at the 29 Palms Head Start site, Mason at Del Rosa. “It was really enlightening and harder than I thought it would be,” Griffin said of his experience. “But it helped to remind me of why we’re really here,” he said. Carole Mason worked as teacher for several years prior to becoming a deputy director, so the classroom was familiar territory. “I really enjoyed it,” Mason said.

For York, the classroom experience was enlightening and inspiring. She said that she gained a sense of how hard the teachers work. “This work is hard, but very rewarding. These teachers do it for all the right reasons,” York said.

The hard work definitely pays off. Head Start children are well prepared for kindergarten. “All of the children can count to 20 in English and Spanish, and they all know the alphabet,” York said. “Teachers can always tell a Head Start kid. They are just better prepared for school.”

Parents appreciate the hard work as well. **Tara Lopez** is a member of **Parents Policy Council**, a group made up of parental representatives from PSD sites around the county. “Head Start provides more than an education,” Lopez said. “The program assists families and provides resources to parents.” Lopez currently has two children in the program, both with special needs. ■



Roberta and Fe Triani at facilities meeting.



Roberta receives a hug from a student



Students work on the computer



Roberta with students during art time.



Tara Lopez with her two children

# Coming June 9, 2004 – ITSD Presents a TECHNOLOGY SHOWCASE

**O**n Wednesday, June 9, 2004, the **Information Technology Support Division (ITSD)** will present the first in a series of Technology Showcases designed to familiarize HSS departments with new technologies currently used in HSS and adaptable to other parts of our service system.

This first showcase will be held from **10:00 a.m. - 12:00 p.m.** in the Press Room of the **Department of Child Support Services**, located at 10417 Mountain View Avenue in Loma Linda (immediately south of I-10).

ITSD staff will present small group demonstrations of the following technologies:

\* **F.I.S.H. (Find Information Searching Handbooks)**

F.I.S.H. is a powerful search engine that allows users to search multiple TAD online handbooks simultaneously.

\* **K.D. (Knowledge Database)**

K.D. is a knowledge-sharing application that enables users to get answers to frequently asked questions (FAQs).

\* **R.C.B. (Resource Center Builder)**

R.C.B. is an adaptable information technology used to create in-house information-based tools: databases, FAQs, and other departmental references.

\* **003 Automation**

003 Automation will demonstrate electronic forms routing and approval software.

\* **Help Desk**

This demonstration will highlight some of the services available through the ITSD Help Desk and will feature a new log-on and email request form.

\* **HSS Timestudy**

This upcoming tool is a consolidated version of the current HSS time studies.

To make reservations or get additional information, please contact me at (909) 386-3765, or via email at [wmapes@hss.sbcounty.gov](mailto:wmapes@hss.sbcounty.gov). Refreshments will be provided.

Come out and see the newest technologies designed to make your job easier! ■

*Wendy Mapes*  
ITSD

***ITSD Presents***  
***ITSD Presents***  
***ITSD Presents***  
***ITSD Presents***  
***ITSD Presents***

# DCSS Employee's Good Deed Rewarded with an *Extreme Makeover*

**W**hen DCSS employee **Brook Imbriani** donated bone marrow for a young leukemia patient two years ago, she did not expect a reward or national attention. However she recently received both after the child's family wrote a letter to the producers of ABC's *Extreme Makeover: The Home Edition*.

The story begins in 2001 when Imbriani donated blood. "When you donate blood, they ask if you would like to be placed on a list to donate bone marrow," Imbriani said. "I signed up and turned out to be a perfect match [for the little girl]," she said. "I still remember the day [of the transplant]. It was Labor Day weekend of 2001."

The child's family was so grateful that they wrote a letter to the producers of *Extreme Makeover: The Home Edition*. In early April 2004, **Ty Pennington**, a work crew and film crew descended on Imbriani's home. The family, including Imbriani, her mother and two children, were whisked away to Hawaii while *Extreme* transformed the Del Rosa home. "They basically flattened the house and started over," she said.

Everyone loves the new home, especially Imbriani's two young children, Trevor, 6 and Brooklyn, 11 months. In fact, it was her role as a mother that compelled her to donate bone marrow in 2001.

"Being a mom definitely influenced my decision," Imbriani said. "At the time I had a very young child. When I found out I could save the life of another child, I didn't hesitate. I just thought if I wasn't able to do this for my son, I would hope that there would be someone out there that could," she said.

Since the makeover, Imbriani and her family have become local celebrities. "People are always driving by and slowing down," she laughed. "Children come right up to our door." The show was originally scheduled to air on May 16. However, because the makeover was so "extreme," the show will be broadcast as a special some time this summer. ■



Brook Imbriani

## Planning for the Future

**T**he year 2003 was a turbulent year for the County, and for many Human Services System employees in particular. Employees experienced transfers, downgrades, reorganization and, in some cases, layoffs. It's difficult to think about career development at a time when there's so much turmoil and when opportunities appear to be limited. But, this is not the first time the County has experienced financial hardship. History shows us that the future will hold brighter days. In fact, there's no better time to prepare for your future and begin thinking about career interests and options.

Right now, with the hiring freeze in place, only a limited number of positions are being filled so you have time to work on meeting the minimum qualifications (MQs) for that career you've always dreamed of. (*You have assessed your career interests and values, haven't you?*) It may mean going back to school to meet the educational requirements or possibly performing volunteer work to meet experience requirements. This down time is the perfect time to ramp up and get ready for when the financial picture improves and more positions become available. Look for a position that makes the most of your talents (see sidebar).

But don't limit yourself to just one position. In addition to being ready, be flexible. Once you've identified your career interests, identify other positions that would satisfy those interests. Be flexible in what you're willing to pursue. You might be surprised to find that there are other opportunities that are just as good, if not better than the one you're dreaming of. And, don't forget goals. Set **SMART** goals that will take you down your chosen career path. Remember, there's no time like the present to begin your action plan! ■

### ***Don't confuse talent with desire***

The key to job satisfaction and long term success is discovering what your talents are and becoming the best at putting these talents to work.

But a word of caution: Don't confuse talent with desire. Talent is being naturally gifted in a certain area. It may be writing, selling, auditing, human relations, nursing . . . whatever. Desire is something you would like to happen.

Taken from *Becoming the Obvious Choice* by Bryan Dodge and David Cottrell

### ***SMART Goals***

***Specific***

***Measurable***

***Attainable***

***Realistic***

***Time-specific***

# Long-Term Care Ombudsman Tidbits!

**Q. Who are we?**

**A.** Advocates for residents of Long-Term Care facilities in our county.

**Q. What do we do?**

**A.** Identify, investigate and resolve complaints on behalf of LTC residents.

**Q. Who do we serve?**

**A.** Over 12,600 people residing in Skilled Nursing or Assisted Living facilities and Transitional Care Units.

Now you are probably wondering why you haven't heard about us before. Easy answer, this is our first article in the *Connection*.

Our program has six full-time and four part-time paid employees, but volunteers make up the bulk of the program. That's right---VOLUNTEERS! They go through a 36-hour training program plus 20 hours of field training in order to become state-certified

ombudsmen. They devote 20 hours a month giving a voice to some of our most vulnerable citizens.

This past year, our program was invigorated by the addition of eight new volunteers. I'd like to take a moment to give them a long overdue welcome!

**Please join me in welcoming:**

Bill Alley and Debra Sanders of Redlands; Jack Camak, Jeanne Choisnet and Rebecca Manolis of San Bernardino; Saundria Cardwood of Victorville; Mary Miller of Yucca Valley and Robert Torres of Lytle Creek

**WELCOME NEW VOLUNTEERS!**

P.S. We currently have five new ombudsmen trainees! More about them in the next issue... ■

*J. Ring-Dumas*  
VOLUNTEER COORDINATOR  
LONG-TERM CARE OMBUDSMAN PROGRAM

# Commuter Services

**Don't miss out on collecting a \$2 per day incentive when you come together and Rideshare!**

If you are new to Ridesharing - and that's walking, riding your bicycle, taking public transportation, carpooling, or vanpooling to work and even telecommuting you are eligible for an incentive that **pays YOU \$2** for every day you rideshare for the first three months. These are payable in gift certificates. If you live in San Bernardino County, your certificates come from **Ontario Mills Mall**; if you live in Western Riverside County, you get gift certificates from **Tyler Galleria**. Think of those things you wanted but couldn't afford. By ridesharing you can get what you want while you're helping clean up the air and taking the load off the road. To qualify, you must rideshare at least 5 days per month! It's so easy. Shouldn't you start Ridesharing?!

To learn more about this and other program incentives, visit the Commuter Services website at <http://countyline/commuterservices> or call (909) 386-9012. ■

**Sit Back and Enjoy A FREE Movie  
When You Refer Someone to Rideshare**



Refer a coworker to rideshare and you earn a FREE Blockbuster® Movie Card good for one FREE video or DVD rental. Make sure the person you refer puts your name on the Rideshare Tracking form and you will receive this card.

It's a win-win for everyone. They save money commuting and you get to enjoy a movie of your choice!

Ridesharing is: walking, bicycling, public transit, carpooling or vanpooling. ■

# PERC Introduces New Location and Program for Employee Orientation

**O**n Monday, April 19, 2004, the **Performance, Education & Resource Centers (PERC)** debuted a new and improved employee orientation. Previously held at DBH in Rialto, New Employee Orientation (NEO) will now be held at the Board Chambers at 385 North Arrowhead in San Bernardino and includes a segment presented by the Interim County Administrative Officer.

“The changes were based on feedback from county wide surveys and the Board of Supervisors’ desire to present orientation in a closer, more accessible location,” PERC’s Training & Development Manager **Lynda Cook** said. “We want new employees to see where the seat of local government is located,” Cook said.

PERC has also revised the content of orientation to focus more on customer service and the role of the County government in everyday life. Chief Learning Officer **Dena Smith** took attendees through an exercise testing their knowledge of County government. Most do not realize the vast amount of services provided by the County or extent to which they utilize these services on a daily basis. Smith ended her presentation by encouraging listeners to “provide the best service everyday like it’s the first day.”



Dena Smith

Interim County Administrative Officer (CAO) **Mark Uffer** presented a segment entirely devoted to customer service. “I

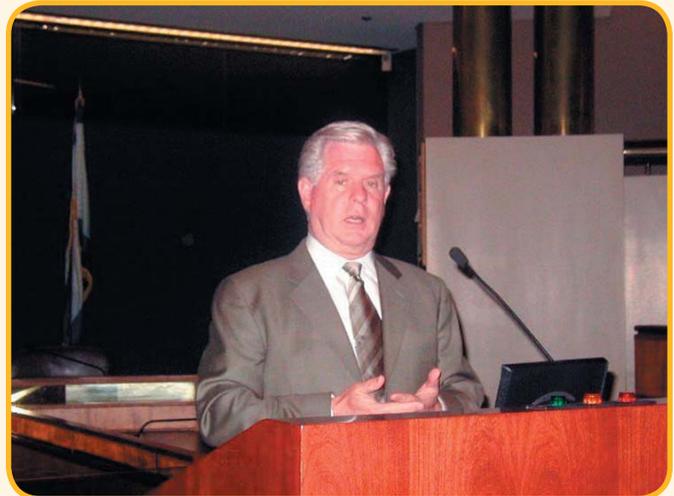


Mark Uffer

want to make an impact on this county,” Uffer said. “I believe the best way is by teaching customer service.” Prior to becoming Interim CAO, Uffer was the director of **Arrowhead Regional Medical Center (ARMC)**, the department that initiated CHARM

School, a widely acclaimed customer service program. “It is very important that you value customer service,” Uffer told the group. “Do the best you can while doing your job. People will notice,” he said.

**C**aring and courteous  
**H**elpful  
**A**cknowledge  
**R**espectful and responsive  
**M**eet your customer’s needs



Supervisor Hansberger

San Bernardino County Board Chairman **Dennis Hansberger** addressed the group and encouraged them to “know the County well and the service provided.”

The segments by Smith, Uffer and Hansberger are now regular staples of NEO. Lynda Cook feels that these changes will better support new employees as they transition into the County’s organizational culture. “It is important for employees to gain good grounding in our organization’s philosophies from the start,” Cook said. “That way they start out on the right foot and make the right choices.”

PERC has coordinated NEO since October 2000. ■



## Schedule of Classes

Offerings for July – September 2004

**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  
(760) 843-5138

### 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

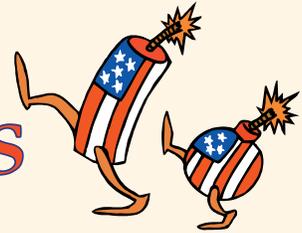
The County of San Bernardino is an Equal Opportunity employer. As a covered entity under Title II of the Americans with Disability Act, the County of San Bernardino does not discriminate on the basis of disability and, upon request, will provide reasonable accommodations to ensure equal access to its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

# PERC Training Calendar

## Schedule

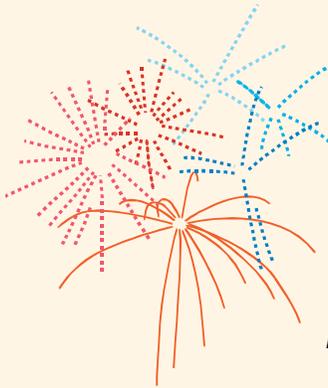
GENERAL DEVELOPMENT CLASSES				
CLASS NAME	DATE	CLASS ID #	FEE	TIME
CPR/First Aid	7/6	16124	\$45	8:30-4:30
Serving a Diverse Community ( ½ day)	7/13	16152	\$55	8:30-12:30
Sharpening Your English Skills (2 Days)	7/22 & 7/29	16128	\$175	8:30-4:30
Notary Public Class & State Exam	7/20	16166	\$160	8:30-5:30
Building a Better You Through EQ	7/28	16153	\$105	8:30-4:30
E-Writing PoW Wer	8/4	16130	\$105	8:30-4:30
CPR/First Aid in Victorville	8/10	16125	\$45	8:30-4:30
Notary Public Class & State Exam	8/12	16167	\$160	8:30-5:30
Professional Impressions by Phone ( ½ day)	8/26	16154	\$55	8:30-12:30
Proofamatics (four ½ day sessions)	9/13-16	16168	\$105	8:30-11:00
Coping With Difficult People	9/16	16155	\$90	8:30-3:00
Taking Charge, Turn Stress Into Success	9/20	16131	\$105	8:30-4:30
CPR/First Aid	9/21	16127	\$45	8:30-4:30
How to Build Self Esteem & Personal Power (2 Days)	9/21 & 9/22	16132	\$175	8:30-4:30
Managing Your Emotions	9/22	16156	\$105	8:30-4:30
Making the Most of Change	9/23	16157	\$105	8:30-4:30
SUPERVISION/MANAGEMENT				
CLASS NAME	DATE	CLASS ID#	FEE	TIME
<b>SUPERVISORS</b>				
Fundamentals of Supervision I (5 days)	7/27, 8/3, 10, 17 & 8/31	16158	\$650	8:30-4:30
Fundamentals of Supervision II (5 days)	9/21, 28, 10/5, 12 & 10/19	16159	\$785	8:30-4:30
COMPUTER CLASSES				
Computer classes will be presented at 504 N. Mt. View Ave., San Bernardino, CA unless otherwise noted.				
CLASS NAME	DATE	CLASS ID#	FEE	TIME
<b>PERC</b>				
<b>Track 1 Classes presented by ExecuTrain</b>				
Excel 2000 Intermediate (2 Days)	7/13-14	16135	\$175	8:30-4:30
Word 2000 Intermediate	8/3	16137	\$120	8:30-4:30
Excel 2000 Introduction	9/14	16138	\$120	8:30-4:30
Outlook 2000 Introduction	9/28	16139	\$120	8:30-4:30
<b>Track 2 Classes presented by QuickStart</b>				
Access 2000 Introduction (2 Days)	7/28-29	16142	\$175	8:30-4:30
Word 2000 Introduction	8/19	16144	\$120	8:30-4:30
Access 2000 Intermediate	8/31	16145	\$120	8:30-4:30
<b>Track 3 Classes presented by Soft-Train</b>				
Excel 2000 Introduction in Victorville	7/27	16146	\$120	8:30-4:30
Access 2000 Introduction in Victorville	8/10	16147	\$120	8:30-4:30
Word 2000 Introduction in Victorville	8/25	16148	\$120	8:30-4:30
Excel 2000 Intermediate in Victorville	9/14	16149	\$120	8:30-4:30
Access 2000 Intermediate in Victorville	9/23	16150	\$120	8:30-4:30
PowerPoint 2000 Introduction	9/23	16151	\$120	8:30-4:30

# 2nd ANNUAL CELEBRATING SENIORS



★ a special **free** day for Seniors 60 years of age or over ★

Thursday, September 16, 2004  
9:00 a.m. to 2:00 p.m.



The Orange Show Fairgrounds  
689 South E Street  
San Bernardino

**Reservations required - call 1-800-510-2020**

*Continental Breakfast*  
(Served 8 to 9 a.m. while supply lasts)

*Free Lunch*

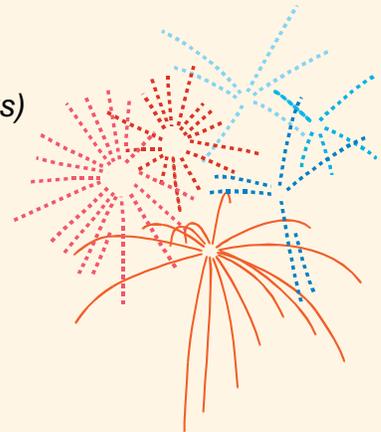
*Entertainment*

*Door Prizes*

*Local Elected Officials*

*Over 100 Product and Service Vendors*

*Free Health Screenings*



Event sponsored by San Bernardino County Department of Aging & Adult Services in collaboration with County Departments and Community-Based Organizations

*For more information and special accommodations, call Glenda Jackson at 909-891-3900*

