

Human Services Connection

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Administrator's Message



Carol Anselmi

Here we are at the end of another year. It is with both sadness and joy that I address you one final time. After 33 years serving San Bernardino County, I am retiring in March.

I am sad because I really have enjoyed not only the work, but also the many people I have worked with. I have seen people grow and promote into supervisory, management and executive positions. Whenever I greet people out in public, my husband is always amazed by how many people I know. I have known literally hundreds of fine people over my career and had more success than I ever dreamed possible when I started. I have seen the evolution of welfare from punched cards and manual ledger cards to C-IV and watched the Great Society giveaways transition to personal responsibility and self-sufficiency. I have had many laughs and shed a few tears along the way.

The joy comes from the freedom I will have to pursue whatever activity I choose, and of course, not to have to rise at 5:00 AM or drive the pass unless I want to. My joy comes from spending more time with my wonderful husband of 32 years, who is my best friend, and being available to help if my children ever decide to have children of their own. I plan to spend more time with our parents, which is very precious at this age. I may even decide to do some part time work (did I really say that?).

I believe HSS is in very good hands because, in my opinion, we have the best department heads and managers in the County. There are too many individuals to thank here but hopefully I will be able to do so later. I have no misgivings about leaving because of this fine team. It is time for the next generation to take the reins. I wish you all the best and I hope that I have given you something of value in my service. ■

Good-bye,

Carol L Anselmi
ASSISTANT COUNTY ADMINISTRATOR
HUMAN SERVICES SYSTEM

Inside

- Editor's Corner 2
- Ethics Update..... 3
- Children's Fund Update..... 4
- Everyday Employees
Extraordinary Work 5
- Everyday Employees
Extraordinary Work (continued)..... 6
- Information Technology
& Support Division 7
- ITSD Tip of the Quarter..... 7
- Home of the Brave Quilts 8
- Children's Network Update 8
- New Legislation
to Challenge DCSS..... 9
- C-IV Update..... 9
- TAD Adopts
Platoon for the Holidays.....10
- TAD Gives to Local Charity10
- Commuter Benefits11
- Adoption Finalization11
- PERC Schedule of Classes..... 12

Editor's Corner



Monique Thomas

I would like to start by thanking all of you who participated in the recent *Connection* reader survey. I was surprised by the tremendous response and I gained some valuable insight. Thank you for your thoughtful feedback. At press time, I am still reviewing the surveys; I will provide results in the June issue of the newsletter. As for the winner of the free online computer class...that honor belongs to: **Helen Reynaud!!** Helen is an Eligibility Worker II at TAD. Congratulations Helen.

In addition to our regular contributors, this issue of the *Connection* provides updates and articles from a few new departments and units including Veterans Affairs, and DCSS. Take a moment to read about TAD's charitable activities on page 10. ■

Monique Thomas
HUMAN SERVICES SYSTEM

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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Jim Pesta

That Third Thing...

What's that old saying: "There are only two things certain in life – death and taxes?"

Well, for many of us here at the County, there's a third thing just as certain – the annual process of filing the *Form 700, Statement of Economic Interests* due on April 1.

For many officials and employees of the County, this process makes the first quarter of each year a little more interesting.

The Political Reform Act of 1974 requires many County public officials and employees to disclose certain personal financial holdings and information. As the act states, *"Assets and income of public officials which may be materially affected by their actions should be disclosed and in appropriate circumstances the officials should be disqualified from acting in order that conflicts of interests may be avoided."* (Cal. Gov. Code section 81002(c).) As the act simply yet dramatically declares, *"Public officials, whether elected or appointed should perform their duties in an impartial manner, free from bias by their own financial interests..."* (Cal. Gov. Code section 81001(b)). Every County official and employee must refrain from making or participating in a government decision that has a reasonably foreseeable material effect on his or her personal financial interests, regardless of whether the individual is required to file a *Statement of Economic Interests*.

The unsung heroes of this annual process are the dedicated and diligent filing officers, who are charged with the tasks of distributing, collecting, reviewing and filing the Statements

of Economic Interest. Currently, there are over 30 designated filing officers serving throughout the County to ensure the integrity of and compliance with this demanding process. Within our HSS family, our designated filing officer is **Leslie Ponschok**. Leslie has served in this vital role for several years within the scope of her position leading the HSS Personnel operation.



If you'd like to learn more about the Form 700, Statement of Economic Interests requirements and filing process, visit the Ethics Resource Office at <http://countyline.co.san-bernardino.ca.us/Ethics/> or the Performance, Education & Resources Centers (PERC) at <http://countyline/perc/default.htm> via *CountyLine*.

Resources and References for this article included:

Andy Hartzell, Chief Deputy County Counsel
Statement of Economic Interests FPPC Form 700 Fair Political Practices Commission

Barclay's California Code of Regulations ■

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

Jim Pesta
ETHICS RESOURCE OFFICER



Children's Fund Update



Rebecca L. Stafford

I would like to thank all of the County employees who generously supported our 16th Annual Celebration of Giving Campaign.

It was a grand success! Through the charitable contributions of County employees, caring local businesses and individuals throughout our community, Children's Fund was privileged to provide 30,000 at-risk children with a Christmas gift.

Nearly all of the children we provided for would not have received a gift were it not for the generosity of Children's Fund's donors. Children like Sabrina, a 17-year-old aspiring writer, whose only gift request was a thesaurus. The caring person who adopted her star granted that wish by providing not only a thesaurus but also a complete dictionary and how to write guide set, tools that will set Sabrina up for success in college. Donors also helped a needy family. Lucy 17, Robert 10, Aushalay 9, Kay 6, were all spending their first Christmas alone after the suicide of their mother last Christmas. A generous business adopted all of them. Lucy received a mattress and baby toys for her new child; Robert received a skateboard and a game system; Aushalay received clothing and a video game; and Kay received CD's and a videogame. All of these children woke up to a much brighter new year.

While Christmas was the main thrust of the month, we were also busy making sure that business as usual carried on at the office. **The Daily Referral Program** continues to meet

the day-to-day needs of the at-risk child in San Bernardino County. With the rising cost of housing, the requests for housing assistance have skyrocketed. Due to the generous support of our donors, we have been blessed to be able to assist many families in getting an apartment to call their own.

A typical month for the Daily Referral Program averages 200 requests, with an average of 450 children being helped. Beds and clothing continue to be the most requested assistance, but we are also supplying a large number of cribs each month for mothers who cannot afford a crib for their newborn.

Every so often, a case crosses your desk and becomes extremely rewarding. The most memorable of late was the opportunity we had to help a family in the High Desert. The father was a CHP officer who had been injured on duty. The injuries were severe enough that he would not be able to return to work as a police officer. About this same time, he gained custody of his four children from a previous marriage – who arrived with very little in the way of clothing and of course he also needed beds for them. Children's Fund was able to provide clothing and beds for the children and assist this family that was going through a very rough time physically, emotionally and financially.

Thank you again, to all of you who helped by donating money, sponsoring a child, or volunteering in our warehouse. Without you, it would not have been possible. ■

Until next time,
Rebecca L. Stafford
EXECUTIVE DIRECTOR



Pictures from the Giving Campaign

Everyday Employees... Extraordinary Work



Service Pins

The following employees received service pins at the Board of Supervisors meeting held Tuesday, February 8, 2005. Each employee has served the County for 20 years or more. ■

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



**35 Years of
Service**

Thelma Koopman, Quality Review Unit



**25 Years of
Service**

*From left to right: Elizabeth Rodriguez-Gandara, DAAS;
Denise Tillman, DCSS*



**20 Years of
Service**

From left to right: Elaine Knick, Quality Review Unit; Sharon Chivis, ITSD; Lam Nguyen, TAD; George Fantocone



*Shirley Smith,
Quality Review Unit*

***Not Pictured:**

30 Years – Roy Copple, PDD; Julia Gallagher, TAD

25 Years – Jeanette Charles, TAD; Steven Palmer, DCS; Bonnie Strong, PDD; Irene Aldeen, TAD; Carolyn Houston, TAD

20 Years – Josephine Ulloa, TAD; Stella Sessions, Quality Review Unit (Retired); Linda Carter, TAD; James Hollis, DCS; Patricia Liles, DCS; JoAnn Reese, DCS (Retired)

Everyday Employees...Extraordinary Work – Public Service Recognition



Kathy Hatt

Kathy Hatt is a unit clerk and invaluable asset to the Preschool Services Department. Kathy is one of those special employees who does her job extraordinarily well every day. Her insight and team spirit attitude strengthen her organization. Kathy puts the exclamation mark on great customer service. She always goes the extra mile to do a quality job. With a smile on her face, she tackles the most difficult assignments with enthusiasm and confidence. She tracks all employee trainings and arranges travel for all staff as well as works arranging conferences and large trainings.

PSD recently hosted Southern California Head Start training. The day before the training, problems surfaced. Kathy jumped in, contacted the appropriate people, troubleshooted the problems and provided a status report. The initiative allowed management to take care of the logistic problems and, as a result of her efforts, the conference was a smash hit. This situation was not the exception to Kathy Hatt's initiative, but rather the norm.

Kathy positively embraces the goals of her department and understands her role in the agency. She consistently works to strengthen her skills. When given new assignments, she brings knowledge and creativity to the project. Kathy is an avid collector of Cracker Jack memorabilia. Webster's Dictionary defines a Cracker Jack as a person of defined excellence. Kathy Hatt is Preschool Services' Cracker Jack! ■



Donna Starkey

Donna Starkey is an Eligibility Worker II at TAD. Starkey joined the department in September of 1999 and has worked as an intake Eligibility Worker ever since. In her role she is to ask pertinent information of the clients who are applying for assistance and interpret the legislative rules and regulations to determine their eligibility. Donna does this very well.

When Donna Starkey recognizes a problem, she is quick to not only bring the issues forward, but also to offer up suggestions for a solution. On more than one occasion during 2003, she was singled out and presented with the recognition of being a Top Performer and even Employee of the Month in the office where she works.

Starkey is active in various areas of the office. She served as a member of the office's Safety committee aimed at safely evacuating the building in the event of an emergency. Starkey is the lead person for the office's District Issue/Blues Buster committee aimed at addressing district issues for quick intervention and resolution and improving the moral of the staff. She is a C-IV coach and shares what she learns with the rest of staff. In this role, she has traveled to Sacramento for "hands on" experience. Starkey is always very professional and upbeat in her interactions with others. She has the ability to find the positive silver lining in an otherwise dark cloud. ■



Leah Bulf

Leah Bulf has been with the County of San Bernardino and the Department of Child Support Services for 21 years. She has exemplified commitment and longevity. Leah began her service with the County as a Clerk II, promoted to a Child Support Officer, specialized as a Legal Officer and currently excels as Lead Supervising Child Support Officer. She is goal-oriented and driven.

As a self-starter, Leah has participated in many classes and programs, such as the Leadership Development Program (LDP). She utilized a group exercise from the LDP to create a pilot project that became the basis for the department's mission statement.

Leah's superior customer service is expressed in the day-to-day operations of her staff. Her mentoring and training, and encouragement of staff has had a direct benefit on the families served by DCSS. Her teaching skills are an asset to the productivity of her team and to organization as a whole. Her willingness to provide technical and procedural information in a non-judgmental way has created an atmosphere of continuous learning. Leah participates as a liaison with the San Bernardino Superior Courts System and the Department of Children's Services. Leah's 21 years of service, all within child support services is a show of her commitment to the mission of the County and her Department. ■

Information Technology and Support Division (ITSD)



Introducing Our New Business Solutions Team

We are excited to inform you about the creation of a new division here at ITSD! The Application Development Team has been reorganized, separating the developer/programmer staff from the business analysis staff. The new team is the **Business Solutions Team (BST)**! The team's focus is project management, business systems analysis and design, and application support and training. This new organizational structure will give our customer departments more active business analysis and project management support, while allowing our developers (who used to do these tasks) to do what they do best -- build applications and web sites.

The Business Solutions Team is an energetic group of business analysts, applications specialists, and support staff with an eye for detail, analytical ability, and strong project management skills. Although relatively new to ITSD, this group is not to be underestimated. After only a few months on the job, they have taken hold of some floundering projects and turned them around. Those same projects, some still in the analysis and design phases, have gotten back on track and on the road to success! With the help of a standard project management methodology called TenStep©, they proactively work to ensure the success of your project.

The **TenStep© Project Management Methodology** takes the user step-by-step to a successful project completion. The program requires the analyst to follow steps in sequence: define the problem, document the process, analyze, and follow up. Then, most importantly, confirm with the customer that what was initially defined as the problem is truly the issue that needs to be resolved. The next steps are proposing a solution, designing that solution, and working with the programming staff to construct it. While the process is underway, the analyst is following a critical project management mandate -- keeping the customer informed.

Over the next few months, our Business Solutions Team will fully implement the new project management system. Each new project, and many of those already begun under a less structured project management process, will be managed according to the TenStep© methodology. Customers and project stakeholders will be given an overview of the TenStep© Project Management Methodology so they'll know what to expect.

To find out more about our Business Solutions Team and TenStep©, visit the new **BST website** at: <http://hssnet/bst>. If you have a project in mind, need to resolve a problem, or need to change an existing application, feel free to contact **Karen Seburn**, Business Applications Manager, at 386-3745, or **Pete Mendoza**, Business Systems Analyst III, at 386-1997. ■

Wendy Mapes
ITSD



ITSD Tip of the Quarter



Did you know...that you could send an email by using an employee number?

It's true, if you enter a valid employee number into the "To:" field of an e-mail, Outlook will automatically change the number to the employee's name.

Home of the Brave Quilts



Veterans Affairs is working with Citrus Belt Quilters Guild of Redlands to present commemorative quilts to the families of those killed in action in Iraq or Afghanistan.

The quilt will be dedicated to the memory of all service personnel from San Bernardino County. At press time, 14 of slain personnel claimed a San Bernardino County city as their home of record.

The Quilters Guild is making replica quilts based on a Civil War U.S. Sanitary Commission quilt on display at the Lincoln Memorial Shrine at the A.K. Smiley Public Library in Redlands, California. In addition, labels honoring the recipient are being placed on the back of the quilt and a copy of the accompanying certificate and a digital photograph of the quilt will be placed in a memorial album for the Lincoln Shrine. The U.S. Sanitary Commission was the forerunner of the American Red Cross. The presentation is scheduled for May. Read the June issue of the Connection for full coverage of this event.



For more information, please contact Veteran's Affairs.

Children's Network Update



Susan Melanson

Children's Network is busy, busy, busy. But due to space limitations, we will limit this article to the Child Abuse Prevention Council's activities. April is just around the corner and Children's Network is busy planning for the National Child Abuse Prevention Campaign. The single most IMPORTANT piece of the campaign is the distribution of parenting educational information. If you did not receive materials last year for your clients and staff, please contact our office to be included on our distribution list this year.

We distribute over 250,000 pieces during April; the information is useful to ALL parents, caregivers, babysitters, aunts, uncles...you get the idea!

Our Annual Awards Breakfast will be held on Wednesday, March 30 at the Ontario DoubleTree Hotel. Mark your calendars and join us in honoring individuals, professionals and businesses who go the extra mile on behalf of children and families. Nominations are now being accepted for those awards, so consider submitting a name! Contact our office at (909) 387-8966 for forms and details or go to our website to print the information and forms at www.sbcounty.gov/childnet.

We are excited to be involved with a Five-County Coalition of Child Abuse Prevention councils serving the far southern region of the state. Our group includes San Diego, Riverside, Imperial, Orange and San Bernardino counties. The coalition is pleased to announce the first Parenting Conference to be held on Wednesday, March 30, 2005 in

Temecula. The conference speaker is Dr. Gerald Newmark, author of *The Power of Positive Parenting: How To Raise Emotionally Healthy Children*. All attendees will receive a complimentary copy of the book, and we will be breaking into regional groups to create an action plan for the attendees outlining next steps. Our goal is to enlighten, educate and empower parents and to build an annual regional event that can grow based on interest and demand. All of this for only \$10.00 per person!

Speaking of conferences, SAVE THE DATES: September 21 and 22 for the 2005 Children's Network Conference, "Young Children, Adolescents, and Adults: The At-Risk Chain Reaction" at the Ontario Convention Center. Keynote speakers will include Dr. Jerry Moe, National Director of Children's Programs, Betty Ford Center; and Dr. Henry Foster, 1995 nominee for U.S. Surgeon General. Dr. Foster was President Clinton's senior advisor on teen pregnancy reduction and youth issues. Workshop proposals are now being accepted. Check the website for details, or call our office.

Help make our campaign and conferences successful by telling others how they may participate. Our ULTIMATE goal is to put the child abuse prevention councils out of business due to a lack of need! Please help us to achieve this lofty goal. ■

Susan Melanson
ASSISTANT NETWORK OFFICER

New Legislation to Challenge DCSS



State legislation, which took effect this January, will have a far-reaching impact on the Department of Child Support Services.

Assembly Bill (AB) 252, Set Aside of Paternity Judgments, creates an opportunity and timeframe for individuals to challenge a judgment of paternity on the basis of genetic testing results. These results could indicate that the current legal father is not the biological father.

The two primary paternity establishment programs affected by this legislation are the paternity declaration cases and the paternity default judgments. Paternity declarations are voluntary statements signed by the father indicating he is the father of the child. Paternity established by default happens when the alleged father fails to participate in the court process. In either case, the mother, the legally established father, the child, or other legal representatives can file a motion with the courts to set aside or vacate the order.

The overriding condition for granting the set aside, or vacating an order would be the best interest of the child. For example, if a strong relationship has been established with the child, or the established father has held himself out to be the father, or

the child believes the established father is the actual father, relief under this legislation may not be available.

The time frame is two years from when the father knew or should have known of the judgment of paternity; or two years from the date the father knew or should have known of an action to address the issue of paternity. For existing cases prior to January 1, 2005, the parties have two years from the enactment of this legislation. Paternity established by marriage, adoption or out-of-state orders are not allowed under this legislation.

If the court vacates or sets aside the paternity, it will relieve the established father of any future support payments and all past due support owed, but there will not be any reimbursement of child support paid. We have not been inundated with requests for “disestablishment” requests and really do not expect to be, however, we’re always looking for a challenge.

Will Williamson
Operations Manager
Department of Child Support Services

C-IV Update



Here we are beginning a new year with our new computer system, C-IV. The Transitional Assistance Department (TAD) implemented the C-IV system in September 2004.

In the Administrator’s Message last quarter, Carol Anselmi said that she believed we would be significantly better off by the end of the year. As I write this, I think she was right. Although all the bugs haven’t been worked out, we have made significant progress. We have learned a tremendous amount since implementation and there are already many users we can call experts in the system. Many issues from the first few months have been resolved and we are efficiently providing assistance to our customers.

The New Year brought about changes in C-IV staff. Effective January 10, 2005, John Boule is the new C-IV Project

Director. John is C-IV staff member based in Sacramento. He has a lot of experience with SAWS systems and was the Application Development Manager for CalWIN. Effective January 3, 2005, I am the new County Project Manager. I was actively involved with C-IV as a Program Specialist II at the Program Development Division (PDD). As Project Manager, I will continue to be aware of future regulation changes, which require C-IV reprogramming and lobby for Bernardino County C-IV priorities.

I look forward to working with C-IV users, TAD management, the new Project Director and C-IV staff to make the C-IV system the best it can be. ■

June Hutchison
C-IV PROJECT MANAGER

San Bernardino TAD Adopts Platoon for the Holidays



American troops serving in Iraq were able to feel a little closer to home during holidays thanks to the generosity of San Bernardino TAD Offices. In a matter of days, staff collected 30 boxes of goods to ship to the 2nd battalion /5th Marines 2nd Platoon/ Echo Company now serving in Iraq.

TAD District Manager **Suzan Garrido** initiated this project after reading about a local school adopting a platoon for the holidays. She was so moved by the story that she decided to do the same. On Monday, December 13, Garrido sent an email to staff telling them that she wanted to adopt a platoon on behalf of herself and the rest of staff. Her suggestion was met by immediate enthusiasm as staff members from both TAD 01 and 02 rallied around the idea and began to donate items. Within two days, staff had donated enough items to fill Garrido's office. Goods included magazines, shaving cream, toothbrushes, socks, Q-tips, toilet paper and every type of snack food and candy imaginable. "When I read about the school adopting the platoon, I thought to myself, 'We could do this' But I had no idea that we would have this turn out," Garrido said.

Once the items were donated, TAD staff faced an obstacle. Shipping the 30+ boxes overseas would cost nearly \$20 per box. The office would need several hundred dollars to cover this cost. TAD staff came together and donated money from their own pockets. Within one hour, staff had raised over \$500 toward mailing. One family, a TAD staff member and her daughter, donated half of that amount. Staff packed and shipped the items on Thursday, December 16.

Though the "adopt a platoon" idea was suggested by Suzan Garrido, she humbly refuses to take credit for this project. For her, this was not about one person, but rather the TAD office as a whole coming together for a good cause.

"This office extended their hearts, and pocket books unselfishly. I can't tell you how much their loyalty and generosity mean to me. They are absolutely the best!" Garrido said.

The giving is not reserved for the holiday season. TAD staff plans to collect and send packages to these troops once a quarter. They have included contact names and an address in case the troops would like to write back. ■



Top:
Suzan Garrido
and TAD Staff with materials

29 Palms TAD Gives to Local Charity



This past holiday season, the staff of 29 Palms TAD decided to make a contribution to a local charity in lieu of an off-site holiday party. The staff, which is a combination of eligibility and employment services employees, raised funds throughout the year through their Snack Shack. As they began to plan for their annual holiday party, staff decided to have a potluck and donate the Snack Shack funds to Reach Out 29, an organization which matches neighbors who need help with shopping, light housekeeping and transportation, with local volunteers. This organization was selected from a number of local charities because of the extraordinary work they do providing care-giving support to the community.

During the holiday potluck held on December 15, supervisors **Jim Barr** and **Katherine Mackenzie** presented a \$250 donation to Sandy Fleck, Director of Reach Out 29. Fleck attended the potluck as an honored guest. ■



Jim Bar, Sandy Fleck and
Katherine Mackenzie

Commuter Benefits Increase For Those Who Take Vanpools/Transit to Work

This year the IRS has increased commuter benefits for those who commute to work by vanpools or transit. In the past, up to \$100 per month of vanpool or transit purchases could be made using pre-tax dollars. Effective January 1, 2005, the amount has increased to \$105 per month. This means that those who take advantage of vanpooling or take public transportation to work can purchase their fares and keep up to \$1,260 of their annual income from being taxed.

In addition to vanpool fares, monthly bus passes may be purchased directly through Commuter Services and taken as a bi-monthly payroll deduction.

Currently, there are vanpools operating from Victorville to downtown San Bernardino, Victorville to W. Hospitality Lane, Moreno Valley to downtown San Bernardino, Claremont/Montclair to downtown San Bernardino, Rancho Cucamonga to downtown San Bernardino, Rancho Cucamonga to Victorville and a vanpool coming from Victorville to ARMC during off-peak hours (11:00 p.m. to 7:30 a.m.). In many cases seats are available. If you are interested in joining or forming a vanpool, please contact Commuter Services at (909) 387-9639.

Commuter Services currently sells monthly transit passes for Omnitrans and Victor Valley Transit. If there is enough interest and demand, Commuter Services will be able to sell monthly Metrolink rail passes for the West End routes. If you are interested in purchasing a monthly rail pass through Commuter Services, please contact us at (909) 387-9639. ■

Adoption Finalization Ohana Means Family

The Cooley family raced down the hallway of the Ontario Convention Center for one of the most important appointments of their lives. They were mere moments away from finalizing the adoption of their son Eric.

In the presence of Judge A. Rex Victor, friends, and family, the Cooleys became one of the many families finalizing adoptions at the 7th Annual Adoption Finalization Day on Friday, November 5 at the Ontario Convention Center. Sixty-three families finalized adoptions for 120 children. Families came from as close as San Bernardino and as far away as Mississippi and Ohio. The children ranged in age from 11 months to 16-years-old.

For the Soria-Martinez family, adoption was truly a family affair. Liz adopted and her husband adopted one child, followed by Liz's mother Elena who adopted four children. Elena was one of the five families who adopted four children.

Perhaps one of the most poignant moments in the program was an essay read by a young man entitled *The Best Day of My Life So Far*. His last sentence probably captured the feeling of many of the children. "[They] are no longer my foster family, but now my forever family."



Cathy Cimalo



Cooley Family



Soria-Martinez Family



General Development Classes

Class Name	Date	Class ID #	Fee	Time
Training for Maximum Impact	4/6 & 4/7/05	16967	\$185	8:30 – 4:30
CPR/First Aid	4/6/05	16982	\$ 45	8:30 – 4:30
CPR/First Aid (in Victorville)	4/20/05	16983	\$ 45	8:30 – 4:30
Notary Public Class & State Exam	5/3/05	17000	\$160	8:30 – 5:00
CPR/First Aid	5/18/05	16984	\$ 45	8:30 – 4:30
Coping with Difficult People	5/25/05	16968	\$ 55	8:30 – 12:30
Conflict Resolution	5/31/05	16969	\$105	8:30 – 4:30
CPR/First Aid (in Victorville)	6/8/05	16985	\$ 45	8:30 – 4:30
Success in the People Zone	6/22/05	16970	\$105	8:30 – 4:30

Computer Classes

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

Track 1 Classes presented by ExecuTrain

Word 2000 Introduction	4/5/05	16986	\$105	8:30 – 4:30
Word 2000 Intermediate	4/14/05	16987	\$105	8:30 – 4:30
Excel 2000 Introduction	5/10/05	16988	\$105	8:30 – 4:30
Excel 2000 Intermediate	5/26/05	16989	\$105	8:30 – 4:30
Excel 2000 Intermediate	6/8/05	16990	\$105	8:30 – 4:30
Word 2000 Intermediate	6/23/05	16991	\$105	8:30 – 4:30
Word 2000 Intro	1/13/05	16735	\$105	8:30 – 4:30
Word 2000 Intermediate	2/17/05	16736	\$105	8:30 – 4:30
Excel 2000 Intermediate	3/9/05	16737	\$105	8:30 – 4:30

Track 4 Classes presented by Soft Train in Victorville

Excel 2000 Introduction	4/13/05	16992	\$105	8:30 – 4:30
Word 2000 Introduction	4/28/05	16993	\$105	8:30 – 4:30
Excel 2000 Intermediate	5/11/05	16994	\$105	8:30 – 4:30
Word 2000 Intermediate	5/26/05	16995	\$105	8:30 – 4:30

Classes for Supervisors and Managers

SUPERVISORS

Fundamentals of Supervision II (5 days)	4/12, 19, 26, 5/3, & 10	16971	\$650	8:30 – 4:30
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MANAGERS

Fundamentals of Management II (5 days)	4/14, 28, 12, 26 & 6/9	16977	\$695	8:30 – 4:30
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Be on the lookout for the following special offerings from PERC:

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

