

Human Services Connection



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

Administrator's Message

Linda Haugan Assistant County Administrator for Human Services



As we approach the holiday season, I want to focus on some really great milestones, anniversaries and celebrations that have happened within Human Services since our last edition of the Connection.

First, I want to congratulate all the great staff at Child Support Services who worked so hard in the last year to improve federal and state performance measures. You increased the percentage of cases with child support orders and support collected. You also significantly increased the percentage of paternity establishments and arrear collections. It's not easy to be in "last place" in comparison to other counties, but with Connie Brunn's leadership and staff dedicated to making a difference, I know that we'll be ahead of the other counties in no time.

Speaking of making a difference, First 5 celebrated their second annual Make a Difference Day on October 28, 2006. You probably have heard of Make a Difference Day through the USA Weekend magazine, which is publicized as "a

celebration of neighbors helping neighbors" on www.usaweekend.com. Last year, First 5 provided funding so several child care centers could update and improve their sites. Community volunteers and businesses helped to paint, build playgrounds, and provide equipment as well as educational materials. This year First 5 helped several child care centers, including a child care center and museum in the Barstow area. There is nothing like hearing the appreciation in the voices of parents, child care providers and small kids as they describe the improvements during a First 5 Commission meeting.

And speaking of children, both the Children's Network and the Children's Fund celebrated their 20th anniversaries this fall. On September 21, in conjunction with their annual conference, the Children's Network had a birthday luncheon to mark their 20 years of service to children. Amidst candles and cake, Mayor Morris, Judge McGuire and our own Kent Paxton gave touching tributes to the Network's successes and hopes for the future.

On October 14, 2006, the Children's Fund had a wonderful event at the Victoria Gardens cultural center in Rancho Cucamonga. All of us dressed

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Editor's Corner

Cynthia Malvin Media Specialist



Welcome to the December issue of the Human Services Connection newsletter.

I am Cynthia Malvin, your new *HS Connection* editor and Media Specialist with Performance, Education & Resource Centers (PERC) in Ontario. This issue of the newsletter highlights some of the many successful

events and programs on which the Human Services departments have worked so hard to achieve. For example, Children's Network and Children's Fund have reached a milestone in their organizations, celebrating 20 years of dedicated service, and the Department of Aging and Adult Services expanded their senior celebrations to serve the high desert area. These are just a couple of

exciting examples of what's inside the Human Services Connection.

On a more delicate note, I would like to extend a heartfelt thank you to all the firefighters who worked diligently on the Esperanza fire and to the families of those lost or injured; our prayers are with you this holiday season and always.

Happy holidays to all!



You Asked For It! – PERC Continues To Improve Customer Service

Performance, Education & Resource Centers are giving new meaning to, "ask and you shall receive."

For years, County employees have made requests to implement an on-line registration system in addition to the standard telephone registry for classes offered by PERC. In the beginning of 2007, PERC will implement a new "Pathlore" on-line registration system. Pathlore Software Corporation, recently acquired by SumTotal Systems, is the software provider for the registration program. On-line registration will be held by PERC for public release until all fine-tuning is complete. Once in operation, you will be able to access the registration system at countyline/PERC, where a direct link will be located. The on-line system will enable you to enroll in and cancel classes and view and print your personal transcripts from your very own computer! The phone registration system will remain available 24 hours a day, 7 days a week at (909) 388-4110 to enroll or cancel classes. PERC continues to improve and expand on customer service. If you experience any issues with the new on-line registration system, please call us at (909) 458-1616.

"Administrator's Message", continued

in our "artsy, casual" attire, attended an evening filled with wonderful finger-foods, an iL CiRCo performance and a dedication of a beautiful bronze statue to myself and Supervisors Hansberger, Gonzales and Biane on behalf of the County. Look for it on the lawn between the court and Government Center next time you are in town. Rebecca Stafford and her staff, who got rave reviews for the event, made approximately \$400,000 to help disadvantaged children in our county.

And not to be overlooked, I attended both Celebrating Seniors events. The first was held at the Orange Show in San Bernardino on September 21. Approximately 2,000 seniors from all over the county took advantage of health

screenings, pertinent information and lots of food and entertainment. On October 6, I attended the event at the Victorville fairgrounds. The turnout was tremendous. And I got the important job of giving out Olympic-style medals to the seniors who took two walks around the building. A big hit. Department of Aging and Adult Services staff should be very proud of the success of these two events.

So with these very festive events fresh in your mind, please celebrate the children and seniors in your own lives during this holiday season. I wish you all a safe and happy holiday and a really productive and prosperous New Year.

Children's Services Update

Angela Stangle Program Specialist I



Family Group Decision Making (FGDM)

San Bernardino County began implementing Family Group Decision Making (FGDM) in April of 2003 as a strength-based, family-centered, child-focused process that allows families to make critical decisions affecting the safety and well-being of their children. FGDM provides an atmosphere for families to "come together with a unified goal and successfully work together to solve family issues and provide stability and protection for children," says SSSP Katie Porter. FGDM conferences can occur at any time during the life of a case and can be used to address a multitude of issues ranging from developing a plan to prevent DCS involvement, to addressing issues of placement, permanency and visitation.

Evidence suggests that 61% of DCS cases referred to FGDM have consequently

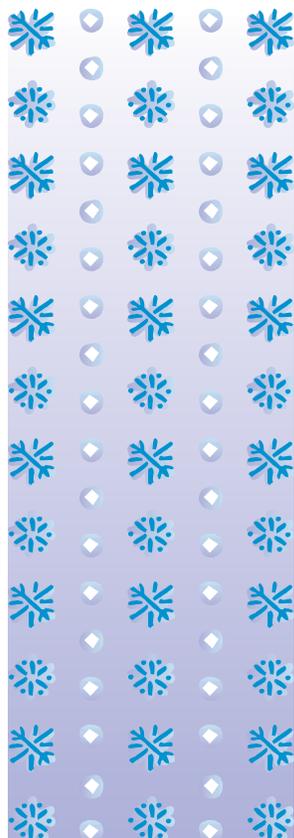
been closed with the children reunified with their families. FGDM allows the children to remain positively connected to those individuals in their community, while providing a collaborative and supportive relationship between the child, DCS and the child's community. SSP Jeannine Vinson describes FGDM as a "process that allows family members, who may not have come together otherwise, to discuss their concerns in an open and safe environment. It fosters communication, responsibility, and understanding for all of those involved."

The most important key to understanding what distinguishes FGDM from other team strategies is in understanding what Private Family Time is. Private Family Time is the portion of the family group meeting when all "professional" staff and community resource representatives are asked to leave the room and the family convenes alone to develop the family's safety plan. Staff members remain

readily available to the family should they have any questions, but a lot of work is done at the front end to prepare the family for this moment. One reason why Family Private Time is so important is rather than fostering dependence on the social worker and the system, it helps to build up the family's beliefs in their own capabilities to produce plans for the safety of their children. Among other benefits, increased self-efficacy encourages people to approach difficult tasks as challenges to be mastered, rather than to run from them or disengage.

FGDM should not be confused with family therapy or counseling, though therapeutic outcomes tend to occur within the family group at these meetings. Jeannine Vinson remarks "I believe the FGDM program is a much-needed aspect of effective DCS work."

A special thank you to Sandi Eastman and Sandy Chafin for their hard work on this article.



Children's Network Update

"20 Years: Improving Communication, Coordination and Collaboration"



Over 400 people attended the 20th Annual Conference, with 40 excellent workshops offered. This year a new track for 0-5 providers was added to the exhibitor line-up, and First 5 San Bernardino was the major sponsor of the conference. Lou Tice was the opening keynote speaker, believing that excellence is an achievable, continuous process that results when we learn to control how we think, what we expect and what we believe. Brian O'Malley shared breathtaking photography of his Mt. Everest climb, teaching us that we all have our own Mt. Everest and challenging us to take risks.

The second morning, Jerry Tello and the Sacred Circles wove theater, music, poetry and humor to engage the audience in a reality-based cultural healing experiment.



Some of the attendees



Jerry Tello and Sacred Circles



Juvenile Fire Setters

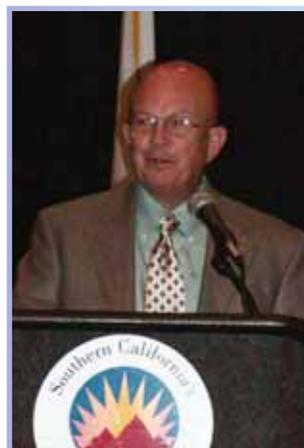
20th Anniversary Conference September 20~21



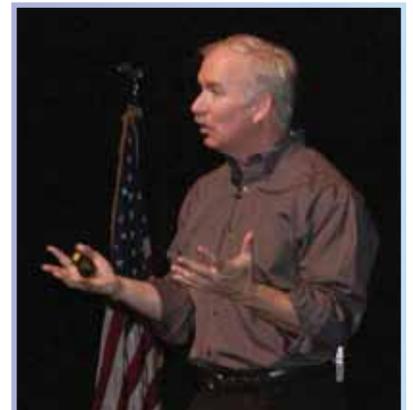
Play Therapy for Foster Children



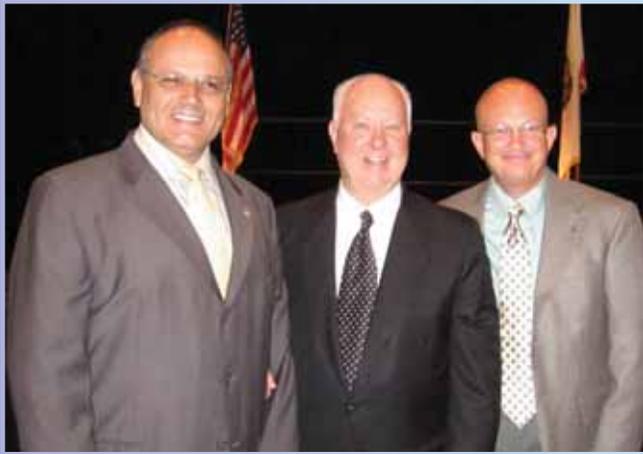
Kent Paxton - Welcome



Brian O'Malley - Adventures of Climbing Mt. Everest



The conference was a success due to the support of our many sponsoring agencies and the outstanding volunteers that made it all possible.



Ontario Mayor Paul S. Leon, Keynote Speaker Lou Tice and Network Officer Kent Paxton



Creating the Culture and Climate for Effective Collaboration



Superheroes and Princesses - Who was your superhero?



Team Work is fun!



Theraplay and Parent Child Interaction Therapy



Rebecca Stafford poses by First 5 exhibitor booth

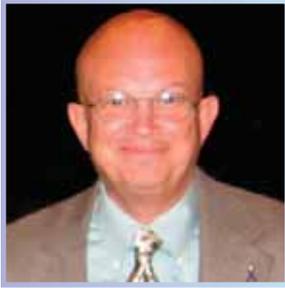


Conference participants visit expo exhibitors

2007 Annual Children's Network Conference will be held September 5-6 at the Doubletree Hotel, Ontario Airport: "Surviving the Violence & Trauma: Promoting Resilience in Children & Youth."

Children's Network Update

Kent Paxton Network Officer



Operation Phoenix

In 2005, the city of San Bernardino was ranked the 18th most dangerous city in the United States with over 14,000 violent crimes. Mayor Pat Morris, in an effort to address the contributing factors of fragmented families, substance abuse, educational failure and poverty, developed and initiated Operation Phoenix. Operation Phoenix is a coordinated partnership with the County of San Bernardino, the San Bernardino City Unified School District, the State Department of Corrections, and California State University San Bernardino.

A 20-block area in the center of the city of San Bernardino was chosen as the Operation Phoenix target area. Following are some statistics in the target area in 2005:

4	Murders	80	substance-exposed infants born
43	Robberies	420	teen pregnancies
44	Assaults	2,400	children expelled or suspended from school
52	Burglaries	2,000	child abuse referrals (reported in 2003)

There were 69 identified state parolees, 90 adult probationers and 16 juvenile probationers in the target area. Out of \$1.8 billion spent on welfare and related benefits countywide every year, the city receives over \$400,000 due to the high rate of poverty. A survey conducted in May 2006 with neighborhood residents in the target area validated the concerns indicated by the data.

Operation Phoenix has a Steering Committee that meets monthly and is comprised of directors and managers from the partner agencies. They serve as an advisory committee to the mayor on operational issues, and as a forum to develop new partnerships and programs.

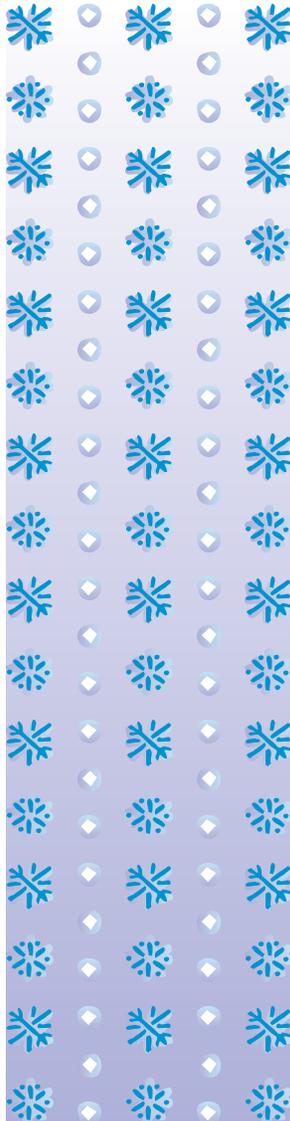
The Street Team is a multidisciplinary team that includes law enforcement, code enforcement, social workers, mental health clinicians, public health nurses, victim witness advocates, and school district attendance staff. This team cross-refers to each other, coordinates activities based on law enforcement calls for service related to family issues, and coordinates services related to code enforcement "sweeps."

During these sweeps, building code violations are found, referrals are made to Child Protective Services and Public Health, and children are found either not enrolled or not attending school. Arrests are also made on narcotic charges and outstanding warrants.

In June, Mayor Morris launched Operation Phoenix-Phase II: Safe Summer for Youth, a short-term strategy to expand recreational activities for children and youth throughout the city of San Bernardino; and a long-term strategy to build capacity for youth-based prevention programs in the city through the creation of the Office of Community Safety and Violence Prevention.

In September 2006, the Operation Phoenix Foundation, a non-profit organization, was established to seek grant and other funding to support activities, and community- and faith-based organizations in their effort to support families, youth and prevent crime.

Short-term outcomes for Operation Phoenix include an 18% reduction in crime throughout the city in August 2006, a 50% reduction in violent crime and a 30% overall reduction in crime in the target area.



Making A Difference – What It’s Like To Work At The Child Support Call Center

As I walk into the Loma Linda Child Support office, I wonder what new adventures I will embark upon today. I say adventures because every day something new crosses my path that challenges my knowledge about the child support process and my interaction with our customers. As a Child Support Officer, I must remain up-to-date with the latest state, county and department policies that impact individuals I am committed to helping every day. The Child Support Services office does more than just assist its customers; we provide a helping hand that benefits the livelihood of the children we serve. The department is an advocate for maintaining a financially stable environment for children.

The call center was established on October 31, 2005. In the past year, 168,422 calls were handled. The call center houses Child Support Officers

who provide resources and valuable information about the child support process. We lend our ears and often hear life stories accompanied by tears of disappointment, tears of joy and shouts of laughter. Our customers are amazed at how convenient it is to resolve their issues over the phone. They do not have to take time off from work to come into the office. The rate of resolution for first time callers stands at 95 percent. Most issues can be resolved in about five minutes on the phone. The call center and the Department of Child Support Services has a positive impact on both custodial and non-custodial parents. Non-custodial parents are also thankful they can call the office and solve child support problems.

I once spoke with a mother who expressed her appreciation for the work accomplished by our Child Support staff. She has a ten year old son whose father has had no

involvement in his life since he was two and has evaded paying child support. The mother was financially strapped with no other resources. She came into the department and opened a case. The case manager was able to locate the other parent and collect money that would have otherwise never been seen. The mother stated that each time she called the department she was greeted by warm, friendly voices ready to answer any question. She said, “Thanks to Child Support Services, my son can participate in extra curricular activities that before he could not.” I hear stories similar to this every day.

It warms my heart to know the good work that DCSS has done is acknowledged by our customers. The Department of Child Support Services will continue to develop ways to improve the delivery of much needed services to children and their parents.

Children’s Fund 18th Annual Celebration of Giving

Children’s Fund is preparing for its 18th Annual Celebration of Giving Campaign for “at-risk” children in San Bernardino County.

There are many opportunities for caring individuals to participate.

-  Donate an unwrapped new toy (by Dec. 9)
-  Donate money (your support is welcome)

For more information, please contact Children’s Fund office at (909) 387-4949.



Children's Fund Update

Rebecca Stafford Executive Director - "With gratitude for your support and dedication"



Greetings:

Last month, Children's Fund officially celebrated our Twentieth Anniversary! We were honored to be joined on stage and supported by our County Board of Supervisors and Linda Haugan. Supervisor Paul Biane presented the Fund's dignitaries with a resolution commemorating our twenty-year public-private partnership.

A striking life-size bronze statue of children at play was presented to the community, on behalf of Children's Fund's Board of Directors, symbolic of the innocence of childhood that we all strive to protect and defend. The statue will be permanently placed in front of the Government Center during a press conference this month. Please watch for the forthcoming announcement and invitation to join us!



The evening's festivities evoked a flood of emotions as we celebrated the Fund's past, present, and ultimately looked to our future. Throughout the evening we shared in spellbound moments as we experienced the talents of renowned

artist Michael Ostaski, as he transformed blank canvases into stunning portraits of the greats like Albert Einstein, Frank Sinatra, John Lennon and the historical Statue of Liberty.

And, not to be "up-staged" we then got lost in the merriment of the famed iL CiRCo, an internationally acclaimed cirque troupe. Their cast of brilliantly costumed dancers, contortionists, and acrobats performed a dream journey of the circus under-world, as seen through the eyes of a little girl.

For those of you who were unable to join us, I wish to share with each of you the following sentiments conveyed at our celebration. We are humbled this year as, together, we reflect upon Children's Fund's twenty years of historical significance and extraordinary successes.

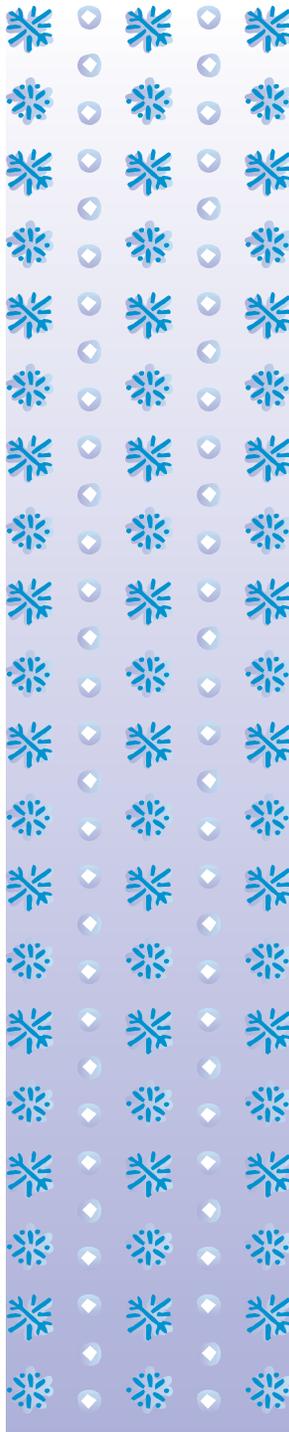
Two decades ago we were absolutely thrilled that, as an organization, we could provide gifts for 41 "at-risk children" at Christmas time, that we were able to gift a summer camp experience to 15 under-privileged young boys, and that we could build an outdoor playground for the Juvenile

Courthouse to provide a safe place for children to play while awaiting a chance to testify in court against those who sought to intentionally harm them. And, last but certainly not least, that we were able to purchase a

pair of glasses for one little boy whose mother could not afford to replace his broken ones.

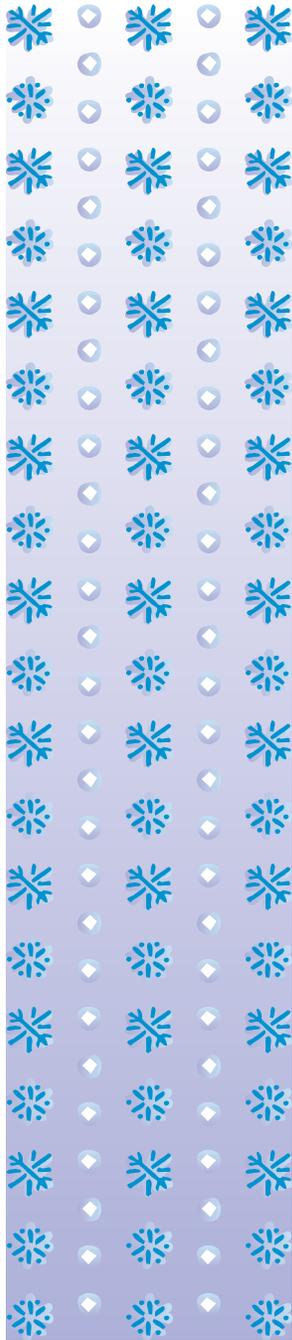
Twenty years later, we have raised 16 million dollars, while serving more than one million children at-risk! Thanks to the vision and generous support of all of those before us, we presently are able to serve 36,000 children through what has grown to be our Annual Celebration of Giving Campaign; we now send approximately 250 foster care children to the mountains to participate in the wonders of a summer camp each year; and we have laid the bricks and mortar to create the Children's Fund Assessment Center, a safe haven where more than 1,000 abused children are taken annually for forensic interviews and medical evidentiary examinations, so that those who have victimized them can be prosecuted in a court of law.

The true richness of Children's Fund's legacy lies not in the programs we have been instrumental in creating and funding, nor in the buildings we have erected to shelter and defend, but most valuable of all is the public-private community of committed and caring givers that Children's Fund has cultivated. As we look to the future of Children's Fund, our greatest gift to the children we serve is individuals like each of you who are committed to the furtherance of our mission statement to make a difference in the life of an "at-risk" child.



HS Annual Blood Drive

Gary Morris *Administrative Analyst*



The Human Services Annual Blood Drive was held on Wednesday, October 25, 2006, from 9:30 a.m. to 5:00 p.m. at the San Bernardino TAD 01 office. Gary Morris, Administrative Analyst, began organizing this event with the County in 1984, and since then organizes up to three blood drives per year for the county, usually held in March, July and October. He is our true County Vampire.

Wednesday's event collected 41 units of blood, 27 units below the recent April 26 event. Candy Morris of TAD 01 attributes a portion of the decrease to recent C-IV implementation and training keeping employees busy. However, Mrs. Morris wants to remind County employees that donations can be made at the Blood Bank by appointment. Donors giving blood directly at the Blood Bank should call Gary Morris in order for the County to receive credit for their donations.

According to the local Blood Bank, only three percent of eligible donors in the Inland Empire actually donate blood. A healthy adult can donate blood every 56 days (or approximately 8 weeks). With over 400 donations needed every day to meet emergency and ongoing patients' needs in San Bernardino and Riverside Counties, the HS department is appealing to County employees to donate blood immediately to avert a crisis. If you are not sure if you can donate, please call the Blood Bank today at (909) 885-6503 and ask to speak to a nurse.



Serving your community since 1951

www.bbsbrc.org



County Women's Network Fundraiser

Have you recently purchased a new cell phone? What did you do with your old one?



Now is the perfect time to clean out that junk drawer AND support County Women's Network (CWN) by donating old cell phones.

Each cell phone donated will be converted into cash with all proceeds going to the CWN Scholarship Program. For more information, contact Alvina Hollensbe at (909) 387-6565.

Employee of the Month



October – Mary Chase, Program Development Division



Mary Chase is a 32 year County employee serving nearly 20 years with the Program Development Division. As Supervising Program Specialist with PDD, Mary is in charge of program and policy development projects that improve operations, provide compliance with state/federal mandates and improve stakeholder relations for and with customer departments. She supervises a unit comprised of Program Specialists I and II and is currently hard at work on the new federal mandates for TAD's Welfare to Work program, the Lanterman-Petris Act Handbook for DBH and the DAAS Public Guardian. Some of the noteworthy projects Mary has led include: the new TAD on-line forms, technical writing on the Mental Health Services Act Plan, and TAD C-IV automated journals. Mary is the epitome of professionalism and customer service and truly adds value to the organization.

November – Dina Jaramillo, Performance, Education & Resource Centers



Dina Jaramillo joined PERC in October 2004 as an Office Assistant II. In this position, Dina regularly coordinates, transports, and sets up classrooms for various PERC trainings throughout the County. On a typical day, she loads a van with equipment and travels to deliver and set up classrooms long before students arrive for the day, returning in the late afternoon to begin collecting all equipment and rearranging the rooms. She later joins the rest of the PERC team to complete work necessary to support training efforts in Ontario. With a smile on her face and a kind word for everyone she meets, Dina is a favorite among many vendors, trainers and PERC customers. Her supervisor describes her strengths as being a good team player who is willing to accept new assignments and make sure the work gets done. Dina is a skilled multi-tasker at work and at home, as a busy mother of four.

December – Kimmel Matthews, HS Personnel



Kimmel Matthews began her County career in 1998 as a Clerk II, and in 2001 became Personnel Technician and a valued member of the HS Personnel team. Kimmel now supervises a clerical staff of four Office Assistants II and acts as custodian of employee records. Her responsibilities include: processing verifications of employment, responding to subpoenas and requests to review personnel files, overseeing position data change information and maintaining department ID numbers in EMACS. Kimmel enjoys handling a variety of tasks and uses her exceptional abilities and creative talents to look at, plan and complete all aspects of a project or presentation. In addition to her responsibilities in Personnel, Kimmel uses her abilities to research, analyze procedures and design forms as a member of the EMACS Forms and Procedures Committee. Kimmel is committed to the County's goal of providing "excellent customer service" and demonstrates this daily with a professional and courteous attitude.



Public Service Recognition Week



Public Service Week is dedicated to honoring women and men across the nation who exemplify excellence in public service. This year six Human Services employees were recognized. Two of these employees are highlighted below.

Amy Nelson

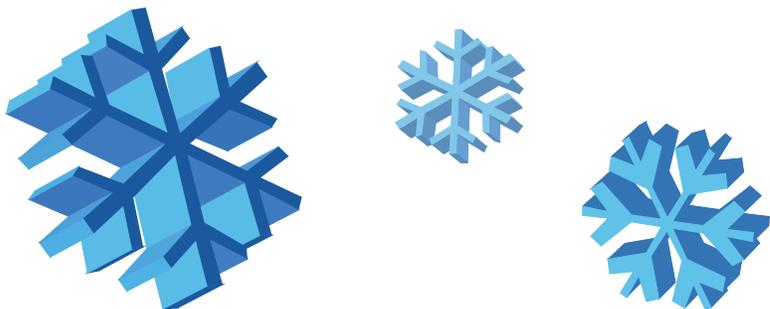


For the last seven years, Amy Nelson has served as the DCS Court Supervisor and was promoted to Supervising Social Services Practitioner in 1998. Her commitment to her position is apparent by her in-depth knowledge of the policies, procedures, and legal issues surrounding the complexity of the Juvenile Court System. Amy is a trusted and legitimate resource to DCS staff and liaison between staff and the Juvenile Court. She participates on numerous committees and often takes the lead role in developing innovative programs or resources to improve client services. Some of her recent project involvement includes: PDD's Forms Desk Guide, the Court Orientation Program, and videos for parental viewing while in court.

Donna Gonzales



Donna Gonzales is an Eligibility Worker II with the Transitional Assistance Department in Rancho Cucamonga. Recently, Donna volunteered to be Acting Supervisor during a crucial time when her department was implementing the new C-IV system. Donna actively learned the new system and worked as a team with other supervisors. She quickly became a valuable resource for the C-IV system and priceless mentor for the office. Upon returning to her regular position, she volunteered to mentor the new EWs reporting to the office. Because of her efforts, six new EWs have been promoted. Donna's contributions to the Rancho Cucamonga district office are invaluable.



Everyday Employees... Extraordinary Work



Service Pins

The following employees received service pins at the Board of Supervisors meeting held September 26, 2006. Each employee has served the County for 20 years or more.

We extend our congratulations to the following dedicated employees

35 Years

Not pictured: Patricia A. Ogden, PERC



30 Years

Left to right: Mary Lopez, TAD; Sheryl Powell, DCSS; Linh Dang Yeun, TAD; Sylvia M. Jones, TAD

Not pictured: Renee K. Brickman, TAD

25 Years

Judy Alder, LRQU

Not pictured: Joyce E. Baker, TAD



20 Years

Left to right: Carol A. Grimm, TAD; Katherine MacKenzie, TAD; Claudia J. Rozzi, DAAS; Jane M. Breucop, ITSD; Vicki Nakayama, DCSS; Lisa Barnett, HS Auditing; Barbara J. Pilgrim, TAD; Alma McKissen, TAD

Not pictured: Elizabeth Gomez, TAD; Florence B. Gruber-Jones, Quality Review Unit; Lana M. Lindgren, Quality Review Unit; Carmen O. Lopez, TAD; Wanda L. Shimmin DCS; Elizabeth Snyder, DCS; Thomas J. Williams, DCS; Jesse Reyes, DCSS



PERC Update

Management & Leadership Academy



The Management & Leadership Academy was established in 1996 as an opportunity for employees of San Bernardino County to gain theoretical and practical knowledge of public service management and leadership practices. Since then, the academy has re-evaluated its program to address the County's increasing need for leaders at all levels by uniquely designing tri-level tracks of professional development. The three tracks and length of classes are as follows: supervisory development – six months, management development – seven months, and executive development – seven months.



MLA participants have access to mentoring, job shadowing and special project opportunities designed to help them gain insight and experience. MLA holds the best promise and potential to adequately prepare and develop our leaders of tomorrow.

Graduation ceremonies were held on Wednesday, November 8, 2006. Graduates' names are listed below. See if you know anyone on the list who is taking their career to the next level!

Supervisor Development

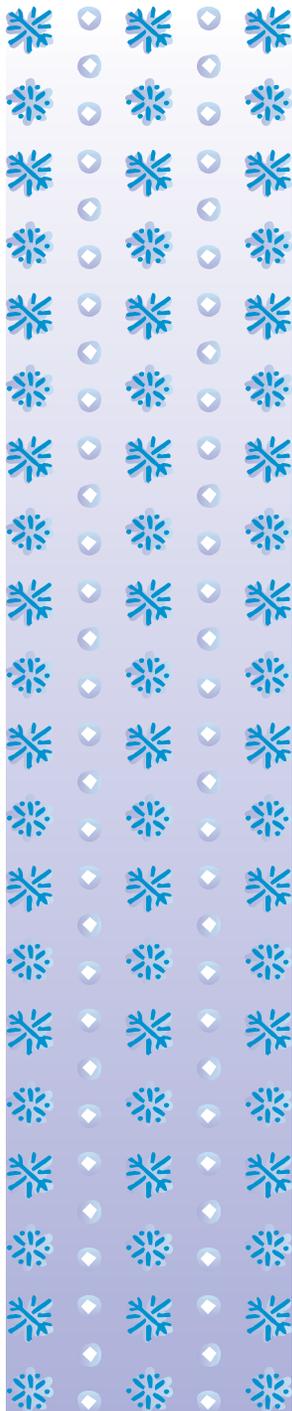
Albano, Roberta Albin, Timothy **Anderson, Kevin** Anderson, Kimberly **Armant, Char** Bremser, Steve **Bryant, Celeste** Candelaria, Michael **Cass, Charles** Castillo, Steven **Cook, Glenna** Curry, Deborah **Delgado, Thomas** Estes, Donna **Estevane, Angelina** Fee, Constance **Feldhaus, Robin** Flores, Maria **Galindo, Cassie** Garcia, Rosa **Goetsch, Jody** Granger, Heather **Hays, Kimberly** Husband, Carol **Jackson, Jay** Johnson-Brooks, Donia **Joseph, Enas** Lick, Joseph **McLaughlin, Connie** Mafi-ho, Afiora **Maher, Theresa** Mathews, Kimmel **Mayes, Mary** Monforte, Paul **Morales, Juan** Munoz, Tricia **Ogard, Christi** Oso, Martha **Owens, Renae** Peatrowsky, Mary **Revoner, Linda** Rocha, Julie **Roland, Catherine** Sandoval, Gerald **Segura, Edward** Starkey, Donna **Tadros, Neveen** Tejada, Louis **Ton, Hannah** Versage, Rose **Waite, Julie** Watson, Rosemary **Wei, Peter** White, Leticia **Williams, Cecilia** Williams, LeAnna

Management Development

Baltazar, Angelica Barrios, Rodney **Bastajian, Gary** Beck, William G. **Bingham, Kathleen** Broussard, Velma **Bulluck, Paul** Burns, Jo-Ann **Chivis, Sharon** Choy, Clarice **Chung, Chau** Collings, Henry Kim **Collins, William** Cousineau, Amy **Ferrin, Marcie** Garcia, Jennifer **Hackett, Nicola** Kahn, Janice **Knotts, Charles** Lindsey, Ron **McBryant, Rae** Nelson, Amy **Pickering, Brian** Riedell, Kathleen **Robles, Hilda** Roque, Stephanie **Saed, Chris** Sansonetti, Nancy **Snoke, Glenn** Tatman, Judy **Vasquez, Robert** Wamack, Judy

Executive Development

Adams, Ken **Blakeslee, Kevin** Ferguson, Lauri **Meares-Conrad, Paula** Hakala, James **Reins, Janice** Slawson, Neil **Tamez, Cindi**



DAAS Senior Celebrations

4th Annual Celebrating Seniors



Healthy Aging Fair Breaks 2,000 Attendance

Over 2,000 San Bernardino County seniors arrived at the Orange Show Fairgrounds September 21 for the Fourth Annual Celebrating Seniors Healthy Aging Fair sponsored by DAAS and Fifth District Supervisor Josie Gonzales. The event is held each year at no cost to seniors and includes County-sponsored transportation and a wealth of information on services provided by one hundred local businesses and County departments. Seniors attending the event enjoy a free continental breakfast, an assortment of entertainment, an abundance of raffle prizes, and an elaborate sit down lunch with the mayor of San Bernardino, Assistant County Administrator for Human Services, and elected officials.



1



2



8



3



4



5



7



6

- 1 Exhibitor Booths
- 2 Body Mass Index Readings
- 3 Blood Pressure Screening
- 4 Jocelyn Senior Center Spanish Dancers
- 5 Dancing to D.J. Ron Carrillo
- 6 A full house for a three course meal
- 7 Working it all out
- 8 Welcome from San Bernardino Mayor Patrick Morris (all smiles)



Inaugural High Desert Seniors Healthy Aging Fair

Promoting a healthier life for seniors has spread to Victorville. Sponsored by the Department of Aging and Adult Services, Victor Valley Regional Council and First District Supervisor Bill Postmus, the first High Desert Seniors Healthy Aging Fair was held on Friday, October 6 at the Victorville Fairgrounds. Over 400 seniors attended the free event, enjoying a continental breakfast and visiting the 50 County department and local business booths, gathering information on services available to them. A 5K walk/run was led by local resident and health advocate Doris Davis. Words of encouragement were shouted throughout the crowd, as seniors made their way around the course. As participants crossed the finish line, Assistant County Administrator Linda Haugan and DAAS Director Colleen Krygier bestowed upon them medals of accomplishment while nurses stood by ready to check blood pressure.

The San Bernardino County Sheriff's Department catered and served a scrumptious full course lunch for seniors, while First District Supervisor Postmus welcomed the crowd after rushing in from his tributes to the new Baker fire station. And only in the desert could you find Elvis Presley gyrating for the crowd and singing his famous blues and rock tunes to end the day.



- 1 Vendors sharing the secret to healthy aging
- 2 Blood sugar screening
- 3 A day of celebration for father and son
- 4 Linda Haugan awards senior 5K participants
- 5 Senior Superstars
- 6 A lunchtime buffet catered by the County of San Bernardino Sheriff's Department
- 7 A helping hand serving lunch
- 8 First District Supervisor Bill Postmus congratulates DAAS Director Colleen Krygier
- 9 Elvis entertains the crowd
- 10 Two lucky raffle winners from the same table

Preschool Services Update

Ron Griffin Executive Director



Child Development and Higher Education Partnerships Are a Great Fit

People often think of child development agencies and universities as being opposite ends of the spectrum. While this is partially true, we sometimes overlook the powerful impact that both entities can have when they join forces.

In keeping with this premise, we've made efforts this year to partner with institutions of higher education to enhance the services we provide to our children and families and improve the quality of child development countywide.

The following are two good examples of our success in this area thus far:

Preschool Consultation Service Project - PSD has partnered with California State University San Bernardino (CSUSB) in collaboration with the CSUSB Institute of Child and Family Relations program.

The Preschool Consultation Service project supports the success of children with special needs and/or challenging behaviors in the classroom by providing training and mentoring for teachers as well as professional consultations for families.

Several teacher training classes have already been conducted and additional classes are being added. CSUSB has graciously provided a PhD level professor to facilitate this process.

Additionally, several children and families are currently receiving professionally supervised support from graduate level students. We plan to continue to expand these services in conjunction with the Screening, Assessment, Referral and Treatment (SART) process, which has been spearheaded by Children's Network, to ensure a seamless referral and transition process for children with special needs.

Family, Friends and Neighbors Program - Last year, First 5 San Bernardino

provided funding to the University of California Riverside to provide training to early care professionals and students living or working in San Bernardino. Preschool Services Department, in cooperation with the UCR Connections Family, Friends and Neighbors Program, made its facilities available throughout San Bernardino County to open these free classes to staff, parents and the general public.

Last year, 183 students participated in the classes. Subjects included: brain development, nutrition, child health and safety, first aid/C.P.R. and more. This year, classes started in September and will be offered in San Bernardino, Fontana, Redlands, and Victorville. For more information on this exciting program, please contact Ms. Rebecca Carreon-Bailey at (951) 827-7848.

We hope that the examples set by these programs can be expanded in our county or duplicated in other areas to continue our success.

Giving Children Their "First Book"

For the past several years, as part of our on-going efforts to promote literacy in San Bernardino County, Preschool Services Department has been a partner agency of First Book. First Book is a national nonprofit organization whose mission is to give children from low-income families the opportunity to read and own their first new books.

First Book and PSD have provided an on-going supply of more than 10,000 new books annually to children participating in activities sponsored by Head Start, State Preschool and First 5 San Bernardino. In September, a shipment of over 7,000 books were received and will be distributed within the next couple of months.



Is Your Spending on Your Teen Out of Control?

Ragan Communications First Draft



Budgeting your everyday spending on teens can be tricky, says USA Today writer Kathy Chu.

In fact, the whole process has never been more confusing with more demands being put on parents to provide for expensive class trips, extracurricular activities and other desirable items such as iPods, computers, sports equipment and other things busy teens want.

So how do parents save for their retirement, their children's college funds, and provide what their children want all at once? It seems that lots of parents are making a mess of this process, albeit with good intentions, of wanting to provide their children with the things that they didn't have or the things they think they deserve. Some parents are even going as far as to put themselves in financial jeopardy and even bankruptcy in their quests to provide their kids with over-the-top luxury items.

So what's a parent to do in these money-draining years? Experts say look at the hard numbers and deal with your

reality. If you can't afford to send your child on a class trip to Spain because it blows your budget, then you'll probably have to have an awkward talk with your teen about money and why you aren't sending him or her. However, if you have a strong belief that international travel is important in acquiring a well-rounded education, you may find yourself in a dilemma. You will then have a lot of budgeting and prioritizing to do.

Here are some facts about teens, parents and spending:

- The U.S. Agriculture Department says that in 2005, a middle-income family spent an average of **\$190,980** to feed, house, clothe and entertain a child from birth to age 18.
- In 2005, teens (ages 12-19), were projected to spend **\$159 billion**, a 30% rise since 1997, according to Teenage Research Unlimited.
- Simmons Research reported that about one in six teens say **they get whatever they want from their parents.**

Six Tips For Managing Holiday Stress

Cheryl Cleveland Account Manager



Let's face it – the holidays can be a stressful time. Between parties, family commitments, crowded shopping malls and gift giving – it's no wonder so many people get stressed out. Although it's difficult to eliminate stress entirely, consider these six tips for staying sane during the holidays – and every other day of the year.

1. MANAGE YOUR TIME EFFICIENTLY

Begin your day by organizing your work and setting priorities. Determine what's most important, write down goals and break the large tasks down into smaller, more manageable ones. Be realistic and flexible in the way you schedule your time by recognizing your limitations and allowing time for the unexpected.

2. RECOGNIZE WHAT YOU CAN AND CAN'T CONTROL

People who feel in control of their lives are less prone to stress. But recognize that there will always be things that can't be fully controlled – like a sudden family illness or extra, last minute guests at the dinner table. Finding a balance between wanting to control everything and having no control at all is an important part of managing stress.

3. TAKE CARE OF YOUR BODY

In the midst of a busy schedule, the last thing you may have time for is yourself. Yet, a balanced diet and some physical activity every day, whether it be a gentle stroll or an intense workout, can make all the difference in relieving stress and keeping your moods on an even keel. Getting enough sleep is very important too!

4. KEEP YOUR SENSE OF HUMOR!

Studies show that laughter, and even the anticipation of laughter, can lighten moods. It may be difficult to see the funny side of stressful situations when you're in a crisis, but taking the time to laugh with friends and keep perspective can be a great stress antidote.

5. LOOK FOR WAYS TO HELP OTHERS

When you're overwhelmed, responding to the needs of others can relieve anxieties and put your problems in perspective. Volunteering for a community project or helping a friend in need can also benefit you. If you remember to give as well as receive, you're more likely to grow a network of friends that will support you through the good and bad times.

6. REMEMBER THE IMPORTANCE OF FAMILY

In today's hectic world, it's easy to feel like you don't have enough time to be with the ones you love. But in reality, the most important people in your life deserve your attention more than anything else. There's no better time than the holidays to stay connected and strengthen bonds with your family.

Although no one is immune to stress, these simple tips can help minimize the stress that often accompanies the holidays. Who knows, you may end up enjoying the holidays more than you thought you would!

This article is for informational and self-help purposes only. It should not be treated as a substitute for financial, medical, psychiatric, psychological or behavioral health care advice, or as a substitute for consultation with a qualified professional.



Global Good Luck Traditions For the New Year

netglimpse.com



Australia

The suckling pig is the symbol for good luck for the new year. It's served on a table decorated with tiny edible pigs. Dessert often consists of green peppermint ice cream in the shape of a four-leaf clover.

England

The British place their fortunes for the coming year in the hands of their first guest. They believe the first visitor of each year should be male and bearing gifts. Traditional gifts are coal for the fire, a loaf for the table and a drink for the master. For good luck, the guest should enter through the front door and leave through the back. Guests who are empty-handed or unwanted are not allowed to enter first.

Wales

At the first toll of midnight, the back door is opened and then shut to release the old year and lock out all of its bad luck. Then at the twelfth stroke of the clock, the front door is opened and the New Year is welcomed with all of its luck.

Haiti

New Year's Day is a sign of the year to come. Haitians wear new clothing and exchange gifts in the hope that it will bode well for the new year.

Sicily

An old Sicilian tradition says good luck will come to those who eat lasagna on New Year's Day, but woe if you dine on macaroni, for any other noodle will bring bad luck.

Spain

When the clock strikes midnight, the Spanish eat 12 grapes, one with every toll, to bring good luck for the 12 months ahead.

Greece

A special New Year's bread is baked with a coin buried in the dough. The first slice is for the Christ child, the second for the father of the household and the third slice is for the house. If the third slice holds the coin, spring will come early that year.

Japan

The Japanese decorate their homes in tribute to lucky gods. One tradition, kadomatsu, consists of a pine branch symbolizing longevity, a bamboo stalk symbolizing prosperity, and a plum blossom showing nobility.

China

Every front door is adorned with a fresh coat of red paint, red being the symbol of good luck and happiness. All knives are put away for 24 hours to keep anyone from cutting themselves, which is thought to cut the family's good luck for the next year.

Norway

Norwegians make rice pudding at New Year's and hide one whole almond within. Guaranteed wealth goes to the person whose serving holds the lucky almond.



Performance, Education and Resource Centers



Schedule of Classes Offerings for January - March 2007



General Development Classes

Classes will be presented at National University unless otherwise noted.

Class Name	Date	Class ID #	Fee	Time
Mapping Business Communication	1/23 & 1/24	18595	\$500	8:00 – 5:00
Coping with Difficult People	1/31/07	18868	\$65	8:30 – 12:30
So, You Think You Want To Be A Supervisor?	2/7/07	19426	\$115	8:30 – 4:00
Public Speaking Without Fear	2/8/07	19427	\$115	8:30 – 4:00
CPR/First Aid	2/12/07	18683	\$65	8:30 – 5:00
Identifying the Right Career That's Right For You	2/13/07	18597	\$250	8:30 – 4:00
Serving a Diverse Community	2/15/07	19428	\$65	8:30 – 12:30
Thank You For Calling	2/15/07	19429	\$65	8:30 – 12:30
CPR/First Aid	3/13/07	18684	\$65	8:30 – 5:00
Proofmatics	3/19 – 22	18596	\$105	8:30 – 11:00
Service Is An Attitude	3/27/07	18873	\$115	8:30 – 4:00

Computer Classes

Computer classes will be presented at 2314 South Mountain Avenue, Ontario, CA unless otherwise noted.

Class Name	Date	Class ID #	Fee	Time
Outlook Introduction	1/10/07	18866	\$115	8:30 – 5:00
Outlook Intermediate	1/17/07	18867	\$115	8:30 – 5:00
Introduction to Power Point	2/7/07	18869	\$115	8:30 – 5:00
Intermediate Power Point	2/14/07	18870	\$115	8:30 – 5:00
Outlook 2000 Introduction (Victorville PERC)	3/14/07	18871	\$115	8:30 – 5:00
Outlook 2000 Intermediate (Victorville PERC)	3/21/07	18872	\$115	8:30 – 5:00

Classes for Supervisors and Managers

SUPERVISORS' CLASSES

Class Name	Date	Class ID #	Fee	Time
Fundamentals of Supervision I (5 Days)	1/16, 1/17, 1/24, 1/30, & 2/6	18927	\$650	8:30 - 4:00
Fundamentals of Supervision II (5 Days)	2/20, 2/27, 3/6, 3/13, & 3/20	18935	\$758	8:30 – 4:00

MANAGERS' CLASSES

Class Name	Date	Class ID #	Fee	Time
Fundamentals of Management I (5 Days)	1/11, 1/18, 1/25, 2/1 & 2/8	18917	\$695	8:30 – 4:00
Fundamentals of Management II (5 Days)	3/1, 3/8, 3/15, 3/22 & 3/29	18922	\$745	8:30 – 4:00

Pre-registration is required for the classes listed in this announcement; call (909) 388-4110. 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.

For additional information, please contact PERC at (909) 458-1616.

