



Administrator's Message

Linda Haugan, Assistant County Administrator for Human Services

On May 5, 2009, the Board of Supervisors handed out the Awards for Excellence to County employees, in honor of Public Service Recognition Week. I want to applaud the following Human Services employees who were chosen by their respective departments for this accolade:

Deborah Farlow, Aging and Adult Services

Priscilla Garcia,

Department of Child Support Services

Michael Hanowitz,

Children and Family Services

Jessie Marie Burr,

Performance, Education & Resource Centers

Heba Peters, Preschool Services Department

Laurie Steele,

Transitional Assistance Department

Henry Rosier, Veterans Affairs

Congratulations to you all for your dedication to public service.

If you watched the board meeting on Tuesday, April 28, you saw that I gave a brief presentation to the board about how the current economy is affecting the delivery of Human Services in our county. The week prior, the California State Association of Counties (CSAC) and the County Welfare Directors Association (CWDA) released two reports to bring attention to the state's failure to adequately fund social services programs that counties are mandated to administer on its behalf. The first report titled "Human Services in a Time of Economic Crisis" examines how the current economy has caused a sudden and rapid escalation in demand for our services and how under funding by the state for these same programs has counties struggling to keep up with the demand. The second report, "Spending on County Human Services Programs in

California: An evaluation of economic impacts," highlights analysis by Beacon Economics. The analysis shows that benefits from Human Services programs actually help to stimulate the local economy. In order to get the word out on these points, county welfare directors in most of the 58 counties gave presentations to their boards during the month of April. If you would like to delve deeper into these reports they are posted, along with my power point presentation, on the Human Services website.



I expect that most of you would rather just have the highlights of the presentation. So here are the four points that I made:

1. Human Services programs play a role in stimulating the economy. For the most part, Human Services programs are largely funded with state and federal dollars, while benefits from these programs are spent locally. For example, Food Stamp benefits are funded 100% by the federal government, but recipients spend these benefits immediately upon receipt in local grocery stores. This allows shopkeepers to put in more orders for goods, which allows producers to make or grow more goods, which necessitates the movement of goods, which keeps people employed. According to the study by Beacon Economics, on average, \$1.00 spent from Human Services programs

contents

- 1 Administrator's Message
- 2 Administrator's Message continued...
- 2 Editor's Corner
- 3 Children's Network Update
Eleventh Annual Shine a Light on Child Abuse
- 4 Children's Fund Update
17th Annual AGA Memorial Golf Classic
- 5 Dept. of Child Support Services Update
Early Court Intervention Improves Customer Service and Customer Clarity
- 6 Transitional Assistance Dept. Update
Management Team Implements Employee Recognition Program
- 7 Preschool Services Update
Preschool Early Intervention Project (PEI)
- 8 Leaders In Action 5
Let's Pick Up the Beat Again...
- 9 Leaders In Action 5 continued...
Your Opportunity for Professional Development!
- 10 Public Service Recognition Week
Congratulations to the 2009 Award for Excellence Recipients.
- 11 Everyday Employees... Extraordinary Work
Service Pins
- 12 Employee of the Month
- 13 Grammatical Gaffes... are you guilty?
- 14 Schedule of DAAS Training Calendar
- 15 Schedule of Classes - General
- 16 Schedule of Classes - General continued...



Editor's Corner

Cynthia Malvin
Media Specialist

This edition of the HS Connection features new joint ventures, solutions and continued resolutions to meet the challenges that HS departments and divisions face every day. Human Services staff are adapting to the changing economic and demographic bases by revising existing programs to enhance customer service, and re-training staff to implement new and improved programs. Through it all, Human Services staff continues to deliver customer-focused service.

UPCOMING EVENTS

Children's Fund
June 15 17th Annual A. Gary Anderson
Memorial Golf Classic

Children and Family Services
June 20 "Youth, Fitness & Community
in Motion" Foster & Kinship Sports Faire

Department of Aging & Adult Services
June 24 Senior Healthy Aging Fair, Victorville

Children's Network
September 23/24 23rd Annual Children's
Network Conference

TAD ON THE MOVE

The San Bernardino TAD office located at 494 N. E Street permanently closed its doors on Thursday, May 14, 2009. The new office is located at 265 East 4th Street and is open for business Monday through Friday, 8:30 a.m. - 4:30 p.m. The general information phone number for the new location is (909) 252-4601.

The new 4th Street building concentrates on energy conservation efforts and has energy efficient heating/cooling systems, reflective and sensor-controlled office lighting, low volume and sensor-controlled water fixtures, low water usage landscaping, in addition to local materials sourcing and recycling, green-certified furniture systems and several other green-certified measures.

generates \$1.32 of economic activity. In March 2009 alone, \$27.1 million Food Stamp benefits were distributed to San Bernardino County citizens. This generated approximately \$35.7 million in local economic activity.

2.The downturn in the economy is driving demand for Human Services. In February 2008, the unemployment rate for San Bernardino County was 6.4%. Just one year later, in February 2009, the rate doubled to 12%. It is predicted by local economists that this rate could increase to 14% by the end of this year. So it is no surprise that our programs are seeing such a rapid and drastic increase in citizens seeking our services. For instance, our Food Stamp caseload has increased 50% in just one year. Most of our programs have shown increases similar to this.

In addition to increased demand, the applicant mix we are seeing is changing. The number of families applying for aid, where both parents are unemployed, increased by 67.5% in the last year. The recession has forced many working families, who have never done so before, to apply for government help. Currently, 1 out of every 4 residents in this county is receiving some type of public assistance.

3.The Human Service Funding Deficit makes it difficult for counties to administer Human Services programs mandated by the state and federal government. I wrote about the Human Services Funding Deficit in my last Connection newsletter. The state continues to fund our programs at 2001 levels, although costs to run these programs have increased drastically. The average cost for a Human Services employee increased 68% in eight years. However, we have to cover the increased costs (to salaries, utilities, workman's compensation, retirement, etc.) within the same budget as 2001. For San Bernardino County, this has resulted in an annual funding deficit to our programs of \$47.3 million.

4. A higher demand for public assistance along with decreasing resources impacts our ability to provide good service to citizens. Since 2001, we have decreased staffing within Human Services by 25% or 1,329 positions due to the funding deficit by the state. Fewer staff and increases in demand results in higher caseloads for every employee. The likelihood of delayed benefits to eligible recipients also increases as the demand for services grows.

After my presentation, Board Chair Supervisor Ovitt requested the County's director of legislative affairs to transmit the reports to our legislative delegation and make them aware of the dire situation in Human Services. Our hope is that when state legislators come together yet again this summer to draft another "balanced budget," they will be informed enough to know that our programs can not sustain additional cuts as long as our economy is in a state of decline. I'll keep you posted.

Until next time.....



Susan Taylor
Assistant Network Officer

Children's Network Update

Eleventh Annual Shine a Light on Child Abuse

On Wednesday, March 25, 2009, the Children's Network, in partnership with First 5 San Bernardino and Children's Fund, hosted the 11th Annual Shine a Light on Child Abuse Awards Breakfast at the National Orange Show Events Center in San Bernardino.

the last 20 years of his practice to representing our youth with the child's best interest in mind. His reputation of honesty and civility has enabled him to effectively collaborate with other departments, not only helping his clients, but the entire system as a whole. Thank you Mr. Friedman!



More than 500 attendees were present to celebrate and support this year's honorees who have gone above and beyond to protect the children of our county and advocate for children's rights.

The Awards Breakfast concluded with delightful songs from the Mill Child Development Center Head Start class reminding us all why we do...to make sure that every child has the opportunity to be the best that they can be.



This year's honorees are:

- Margaret Dub**, Children and Family Services
(formerly Department of Children's Services)
- Tracy Woods**, Department of Public Health
- Allison Cunningham**, Department of Behavioral Health
- Tamara Ross**, District Attorney's Office
- Captain Scott Atkinson**, Chino Hills Fire Department
- Sergeant Danielle Boldt**, SB County Sheriff's Dept.
- Ray Culberson**, San Bernardino Unified School District
- Adele McClain**, Volunteer
- Mona and Derek Skinner**, Foster parents
- San Manuel Band of Mission Indians**, Business
- Jaynie Boren**, San Antonio Community Hospital
- Chuck Abajian**, Probation Department
- Luis Larrazabal**, Community-based social worker

SUMMER SAFETY CAMPAIGN

The "Fun in the Sun" Summer Safety Campaign will run from Memorial Day through Labor Day and will focus on water safety and not leaving children unattended in vehicles. Children's Network will participate in a number of health and safety fairs handing out materials that include safety topics for children. Don't forget to stop by our office to get a supply for your clients or events!

Awards were also given to four outstanding foster youth of the year that have excelled academically and in their placements. Congratulations to:

- Crystal Avalos**
- Michael Cogburn**
- Travis Jensen**
- Michael Soto**

Special recognition was presented to Robert Friedman, Managing Partner of Friedman, Gebbie, Cazares and Gilleece, LLP, as the Lifetime Advocate of the Year. Mr. Friedman is a county and statewide leader in juvenile justice, devoting



Robert Friedman,
Lifetime Advocate of the Year

SAVE THE DATES

Save the dates of September 23 and 24 to attend the 23rd Annual Children's Network Conference. This year's event promises a wide variety of workshops and great keynote presentations by Andrew Bridge, author of "Hopes Boy," and Jeannette Walls, author of "The Glass Castle." Look for registration information on our website in mid June 2009.



Children's Fund Update



Rebecca Stafford
Executive Director

17th Annual AGA Memorial Golf Classic

Fore! As June draws near, we see on the horizon the 17th Annual A. Gary Anderson (AGA) Memorial Golf Classic on June 15. This year, our staff is working diligently to ensure that during these difficult economic times the most successful tournament in the Inland Empire continues to provide for thousands of at-risk children in San Bernardino County. Since the AGA Classic is the biggest fundraiser of the year for Children's Fund, bringing in almost \$350,000 of our program budget, I thought I would give you a little background information on the roots of this prestigious event.

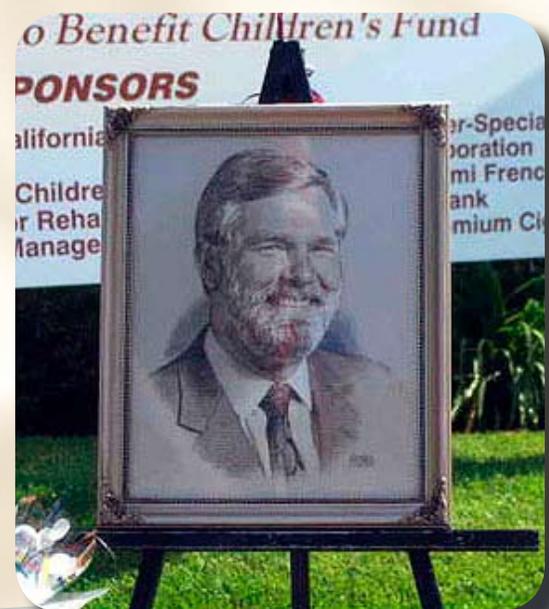
As a former chairman of Children's Fund, A. Gary Anderson made an indelible impression on those of us who were fortunate enough to know him both in his business and his personal life. As the founder of Directors Mortgage, Mr. Anderson's presence in the Inland Empire was strongly felt as both a professional in the business arena, and as a generous humanitarian in the surrounding communities. His legacy lives on through his empowerment of those who then, and still today, share his vision and passion for society's most vulnerable populace of all . . . its children.

In 1992, the A. Gary Anderson Memorial Golf Classic was established to honor the memory of Mr. Anderson and served as a means for the perpetuation of his work. The Classic serves as the major fundraiser for Children's Fund and is firmly established as one of the most prestigious charitable tournaments in Southern California. The Classic has also been fortunate to have PGA champion Dave Stockton as our Honorary Chairman since the tournament's inception. To date, the tournament has raised over 3.6 million dollars. Now in its 17th year, the golf classic will



continue to raise awareness of the increasing number of at-risk children throughout San Bernardino County.

As the end of another fiscal year draws to a close here at the Fund, we cannot help but reflect upon another year yielding an extraordinary showing of support from our loyal donors, and the thousands of stories of success for the children we serve. How fortunate we are to be both supported and surrounded by a community of individuals with like minds and hearts who come together to make our county a kinder more forgiving place for its most vulnerable and fragile citizens of all ... the "at-risk" children.





Jeff Wass, Chief Attorney

Department of Child Support Services Update

Early Court Intervention Improves Customer Service and Customer Clarity

San Bernardino County Child Support Services recently implemented new court processes to better serve their customers that actually go through the court hearing process to establish their child support orders.

The opportunity to provide better customer service was conceived when staff noticed many unhappy customers exiting the courtrooms after participating in contested hearings. Customers often appeared extremely frustrated at the court's decisions, making statements like "I can't afford to pay that." Other customers exited the courtroom indicating they didn't fully understand the court proceeding, while still others seemed upset just because they had "lost their battle in court." Customer comments like these led staff to believe that the Local Child Support Agency (LCSA) may not be starting out on the right foot with these particular customers, and they are less likely to pay their support obligations because of their court experiences. To address the matter, the LCSA developed and implemented new processes designed to build the caseworker-customer relationship with this customer group.

The first step in the new process was the installation of a "live order desk" with Child Support Enforcement (CSE) access in the courtroom. A caseworker is stationed at the desk during hearings and is available to assist the commissioner with the guideline calculator. At the close of the hearing, the caseworker generates the order AFTER HEARING, which is signed by the commissioner and made available for immediate service on the party.

The commissioner then directs the party to meet with the child support officer for a discussion regarding the party's responsibilities under the new obligation. At the interview, the caseworker personally serves a copy of the order on the customer and explains his/her responsibilities. Staff has found that the keys to a successful interview are good listening and allowing the customer to vent a little. The face-to-face contact with the customer seems to be having some effect. Some customers have commented "I don't like it, but I do understand it."

In addition to asking for the first payment and a payment of arrears, staff is providing caseworker contact information and all other important child support services information before the customer leaves the court. Early results are promising and the LCSA is looking forward to improving payments on these orders.





Nancy Swanson, Director

Transitional Assistance Department Update

In today's economy and climate of uncertainty, many public service organizations struggle to meet the needs of the community while working to meet mandated state and federal timeframes. San Bernardino County Human Services has consistently strived to exceed expectations in all areas of productivity and customer service. It is through the efforts of all levels of HS staff that the goals of the department are achieved.

Recently, the Transitional Assistance Department (TAD) management team introduced the Employee Recognition Program created for the purpose of recognizing TAD employees who: demonstrate professionalism and integrity; are customer-service driven; respond with prompt and accurate service; and have exceptional technical and interpersonal skills. These employees demonstrate their commitment to the overall success of the department. All TAD staff are eligible for nomination by their supervisor, manager or deputy director. Six winners are selected quarterly by the deputy directors, one per region. Winners are acknowledged at a Continental Awards Breakfast with TAD director Nancy Swanson, and the management team. These employees receive a Certificate of Appreciation and a \$25 gift card in recognition of their outstanding service and achievements.

On April 1, 2009, Nancy Swanson hosted the first quarter Continental Awards Breakfast to honor the six staff recognized for their exceptional work and customer service. Nancy and the management team had an opportunity to show their appreciation for the commitment and contributions this great group of employees demonstrates regularly in their service to the community of San Bernardino County. The first quarter winners are:

- Region 1- District 01:
Yvonne Graham- Eligibility Worker II
- Region 2- District 15:
Luana Bravo- Eligibility Worker II
- Region 3- District 08:
Dawn Byers- Eligibility Worker II
- Region 4- District 04:
Diana Bryant- Eligibility Worker II
- Region 5- District 19:
Joanne Goodloe- Supervising Office Assistant
- Region 6- District 07:
Jessica Paran- Employment Service Specialist

The second quarter TAD Continental Awards Breakfast will be held in July for the months of April through June 2009.

C-IV PROJECT EQUALS 145 YEARS OF SERVICE

C-IV (Consortium IV) is the computer system that the Transitional Assistance Department uses to manage its programs, such as CalWORKs, Medi-Cal, Food Stamps, etc. The San Bernardino County staff assigned to the C-IV project located in Rancho Cordova, California, represent 145 years of County service. Each employee works as part of the C-IV project team to help design, implement, and test changes and updates to the C-IV system. We congratulate them!!



Clockwise from left: Joel Acevedo - 10 years; Jennifer Hobbs - 10 years; Michele Villanueva - 15 years; Fred Gains - 10 years; Chris Johnson - 30 years; Lois Bush - 30 years; Michael Bush - 20 years; Karen Rapponotti - 20 years



Ron Griffin, Director

Preschool Services Department Update

Preschool Early Intervention Project (PEI)

The Preschool Early Intervention Project (PEI) is a joint venture between the Department of Behavioral Health (DBH) and the Preschool Services Department (PSD). This innovative project, aimed primarily toward addressing challenging behaviors, emotional disorders and mental health issues in preschool children, is funded by the State Mental Health Services Act and is the first of its kind in our county. PEI includes parent education, teacher training, early intervention mental health services for children and a grief and loss component that addresses both the child and the caregiver.

The teacher and parent components feature a research-based program, called the Incredible Years, for reducing children's aggression and behavior problems. This award-winning parent and teacher training and child social skills program has been selected by the U.S. Office of Juvenile Justice and Delinquency Prevention as an "exemplary" best practice program and as a "blueprints" program.

The program was selected as a "model" by the Center for Substance Abuse Prevention (CSAP). As such, it has been subject to numerous random control evaluations and has evidenced excellent effectiveness and attained high overall ratings. The program, which increases social competence at home and at school, has been recommended by the American Psychological Division 12 Task Force as a well-established treatment for children with conduct problems.

The Incredible Years Parents, Teachers, and Children Training Series have two long-range goals. The first goal is to develop comprehensive treatment programs for young children with early onset conduct problems. The second goal is the development of cost-effective, community-based, universal

prevention programs that all families and teachers of young children can use to promote social competence, and to prevent children from developing conduct problems in the first place.

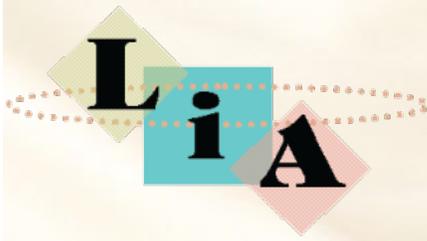
Some of the program's short-term goals are to decrease negative child behaviors with parents at home and to decrease peer aggression and disruptive behaviors in the classroom. The program will also promote social, emotional, and academic competence in children and will develop children's conflict management skills, academic engagement and school readiness.

PSD hired the Incredible Years team to train 25 mental health and education staff to become certified Incredible Years "trainers." These certified trainers will provide training to more than 500 PSD teaching staff, at which point all teachers will begin implementing the Incredible Years classroom management approach in all PSD classrooms.

This partnership with DBH will allow PSD to make Incredible Years parent training available to nearly all 5,000 families served annually by PSD. To date, PSD has provided the Incredible Years parent training to about 150 parents of enrolled children.

We greatly appreciate the visionary leadership and coordination of the Department of Behavioral Health that made this project possible. Thanks to this funding, our mental health services unit includes three consulting psychologists, four master degreed interns and three mental health specialists. This project significantly enhances services to the more than 5,000 families and children served by PSD in San Bernardino County.





Mae Harris-Oglesby, CFS
 Cindi Tamez, TAD
 Victor Rea, DCSS

Leaders In Action 5

Let's Pick Up the Beat Again...

The Leaders in Action (LIA) team is back again to share some interesting facts about another dynamic Human Services (HS) division. As most of you know, we shared our goals with you in the March 2009 issue of the HS Connection newsletter. We acquainted you with our executive management training program, and shared our plan to write enlightening articles about the environment surrounding Human Services. We ultimately hope you will learn some interesting information about the culture in which we work.

HS departments interface with many internal and external customers. In this article, we will take a peek inside the Information, Technology and Support Division (ITSD). This is a very interactive division that interfaces with HS departments around business and technology solutions through business consulting, application development, systems consulting and support. The division provides a broad range of technology and support in the following areas:



- Application Development Services (ADT)
- Business Solutions Team (BST)
- Systems Operations and Support (SOS)
- Software Quality Assurance (SOA)

ITSD is a dynamic division with a structured approach to deploying resources to achieve organizational objectives for HS and other customers. Since September 2005, ITSD has undergone several strategic changes to advance the quality of products and services to its customers. ITSD's management credits much of their success to excellent project management, efficient use of diverse business applications, and innovative technologies that solve problems in a constantly changing system to meet the demands of a diverse customer base.

ITSD has a presence in all HS offices. They design and create web pages through our various Intranet and Internet web designs, provide system operations and support, provide the largest full service portals for customers to ask questions and seek resolutions to problems, and coordinate installation of desk top systems/software and networking.

As LIA 5 embarked on our journey with ITSD, we thought of a few examples of projects they are working on in our departments to optimize service delivery functions. For instance, they provide consistent and seamless support for our computers, cell phones, web-based technologies, and have built a business philosophy around strategic project management. This strategy includes "plan the work, the level of complexity and the work plan." They have highly skilled teams of individuals who have the knowledge and abilities to initiate projects according to their TenStep, which is a licensed project management methodology. This plan takes the users and customers step by step to a successful project outcome, and work is prioritized based on the top ten projects.

ITSD has a staff of approximately 100 employees and has created a number of programs and web-based portals for HS, such as F.I.S.H., which is a powerful search engine that allows users to search online handbooks, and the Knowledge Database that allows users to ask questions and get answers for their specific programs. They are currently in the process of redesigning the Intranet for Children and Family Services by creating web-based portals using the HS Intranet that will allow access to ShareSpace, which is



an expansive communication vehicle. They are also in the process of developing a closed files system that will operate according to a radio frequency identification process. Closed cases will be tagged, boxed and filed using small identification tags much like those used in department stores. This means files will be easy to locate, and can be tracked and stored quickly.

In the Transitional Assistant Department (TAD), ITSD developed an online case imaging system that has assisted the department in its efforts to warehouse huge amounts of customer information without needing to review a paper case file. They also installed dual computer monitors in all TAD offices to allow simultaneous access to multiple programs and customer information.

The Department of Child Support Services (DCSS) has a unit of highly skilled ITSD staff out-stationed at DCSS to address user needs and to support a customer case management system that connects to a statewide database.

It is important to realize the major role new technologies play in managing complex and vast human service systems. We continue to need new products and tools to streamline processes in these challenging economic times.

Many thanks to Danny Tillman, Departmental Information Services Manager and Pete Mendoza, Business Applications Manager, for your generous contributions to this article.

IF YOU HAVE YOU EVER WONDERED HOW TO BETTER YOUR:

- Decision-Making Skills
- Global Vision/Thinking
- Interpersonal Skills & Relationship building
- Political Savvy
- Organizational Efficiency

The Leaders in Action program is for you!

LEADERS IN ACTION IS A MENTORING PROGRAM where supervisors and managers provide their expertise for a period of three months to motivated individuals who have a desire to advance their professional development and build support networks.

TO QUALIFY FOR THE PROGRAM YOU MUST:

- Be on regular status, not probationary or part-time.
- Have received a meets or exceeds job standards on your last performance evaluation.
- Have a strong desire plus the motivation to work towards a leadership position in Human Services.
- Have your supervisor and/or manager approve and support your attendance!

HOW TO SECURE A PROGRAM APPLICATION:

For a program application, click on, <http://hssp/lia/default.aspx> and under Mentoring Documents click on Mentoring Application. Just fill it out and have your supervisor and manager approve and forward your application via email to the LIA mailbox in HS Outlook.

Note: You can apply throughout the year. Here are the application dates.

Due Date	Mentoring Period
1 st Monday, December	January through March
1 st Monday, March	April through June
1 st Monday, June	July through September
1 st Monday, September	October through December

Public Service Recognition Week

and outstanding service to the county and its citizens. Public employees in the United States and around the world have taken part in the annual celebration honoring the men and women serving America as federal, state, and local government employees.

2009 marks the 20th year that the County has participated in National Public Service Recognition Week. Recipients of the Award for Excellence are truly honored and grateful to receive this distinguished award. In speaking with this year's County recipients, a natural flow of customer service with personality overwhelms you and a feeling of comfort and welcome takes over. After the recipients were informed of their selection, their attendance was verified with responses of, "I wouldn't miss this for the world;" "I'm still in shock;" "I am honored to accept...and I am really excited!," and "I am so proud and looking forward to the event."

Of the 47 participating departments, seven are from Human Services. Each of the seven recipients will be featured in upcoming issues of the HS Connection.



San Bernardino County Board of Supervisors publicly recognized 47 County employees at its May 5, 2009, board meeting. The annual event known as National Public Service Recognition Week offers participating County departments an opportunity to honor one employee with an Award for Excellence based on specific criteria including: customer service, initiative and leadership, accomplishments, attitude

Congratulations to the 2009 Award for Excellence recipients.

Matthew Erickson	Administrative Office	Melissa Martinez	Human Resources
Deborah Farlow	Aging & Adult Services	Gilbert Vanegas	Information Services
Emilio Lopez	Agriculture/Weights & Measures	Ramona Koch	Land Use Services
Robert Coon	Airports	Carl Elser	Library
Diana Zipser	Architecture & Engineering	Eric Scott	Museum
Myrna Munoz	Arrowhead Regional Medical Center	Jessie Marie Burr	Performance, Education & Resource Centers
Evelyn Rodriguez	Assessor	Heba Peters	Preschool Services
Deborah Cai	Auditor/Controller-Recorder	Cyndi Fuzie	Probation
Sarah Eberhardt-Rios	Behavioral Health	Esmeralda Sanchez	Public Defender
Helen Avery	Board of Retirement	Alan Yeun	Public Health
Matthew J. Brown	Board of Supervisors	Jose Breucop	Purchasing
Priscilla Garcia	Child Support Services	Pamela Brewer Nelson	Real Estate Services
Michael Hanowitz	Children and Family Services (formerly Children's Services)	Jan Dustin	Redevelopment Agency
Jennifer Luna	Clerk of the Board	Dawn Spellman	Regional Parks
Norman Buckner	Community Development & Housing	Jason Jones	Registrar of Voters
Jacqueline Love	County Counsel	Nina Mendoza	Sheriff-Coroner
Ronald Webster	District Attorney	Darren Meeka	Solid Waste Management
Brian Tucker	Economic Development Agency	Michael Wildes	Special Districts
Tisha Baca	Economic Development	Laurie Steele	Transitional Assistance
Gail Roussel	Facilities Management	David Wallsten	Transportation
Larita Manalili	Fire	Brant Jones	Treasurer-Tax Collector/ Public Administrator
Delia Barreto	First 5	Henry Rosier	Veterans Affairs
Kelly Palmer	Fleet Management	Fred Burks	Workforce Development
Mervat Mikhail	Flood Control		

Thank you to staff members from departments/divisions that assisted with the Award for Excellence preparations and to the SBPEA for sponsoring the recipients' reception.

The following employees received service pins at the Board of Supervisors meeting held December 16, 2008. Each employee has served the County for 20 years or more.

Everyday
Employees...
Extraordinary Work

We extend our congratulations to the following employees:

30 Years of Service

Not Shown:
John S. Smith, TAD



25 Years of Service

Shown:
Marilyn McClain, CFS

Not Shown:
Araceli Chavez, DAAS



Front Row:
Cyriac M. Chettiath, CFS;
Laura Walls, HS Auditing;
Peggy Eby, TAD;
Linda Matejka, CFS;
Shirley Petersen, DAAS/PG;
Peggy Little, CFS

Back Row:
Marilyn Ruz, CFS;
Kim Houchens, CFS;
Kathleen McElroy, VA;
Kathleen Filkins, TAD;
Sharleen Grimm, DAAS;
Beth Gill, CFS

Not Shown:
Jeana L. Brashier, TAD;
Elizabeth Chavez, TAD;
Douglas J. Quinn, QRU (Retired);
Carmen Munoz, CFS;
Tammi L. Wicksnin, TAD



20 Years of Service

NOTE: CHILDREN AND FAMILY SERVICES (CFS) FORMERLY DEPARTMENT OF CHILDREN'S SERVICES (DCS)

Employee of the Month



APRIL ROY COPPLE

Program Specialist II, PDD

Roy Copple may be HS's Employee of the Month, but to the Program Development Division (PDD), this reserved Program Specialist II is our Employee of the Year. Detailed, thorough, conscientious, reliable and humble are just a few of the adjectives that can be used to describe Roy, and that really doesn't do him justice. Simply put, Roy is the consummate professional and a model employee.

Roy has been with the County of San Bernardino for almost 33 years, and has spent over 23 of those years with PDD. As a Program Specialist II, Roy mentors and provides leadership to division Program Specialists and monitors the development and execution of his projects.

During his time with PDD, Roy has become the Children and Family Services (CFS), formerly Department of Children's Services (DCS), expert on much of their policy and in many ways is the institutional memory for CFS and the children and families they serve. Roy assists CFS with the development of new programs, writes policy and procedure, and analyzes new and pending legislation and state letters. Roy also serves on numerous committees.



MAY ELIZABETH STUART

Training & Development Specialist, PERC

Elizabeth has been a Training and Development Specialist with PERC since February 2005. Her excellent planning and organizational skills make her a great fit in the classroom and when coordinating the "behind the scenes" administrative tasks. Known to many students and mentors in the County because of her work as coordinator for the Management and Leadership Academy (MLA) mentor and job shadow components, Elizabeth played an integral role navigating the accreditation process with Cal State San Bernardino, resulting in students earning college credits

for completion of MLA.

In addition to her membership in the Leadership Development Network (LDN), Elizabeth serves as an advisor to the group. Elizabeth always approaches every task or project with a smile, patience, grace and commitment to her fellow employees. She is an excellent resource and a true believer in customer service.



JUNE MARIA ALBA

Payroll Specialist, HS Personnel

Maria began her County career in 1998 and became a part of the HS Personnel team as a Payroll Specialist in May 2004. She processes new hire and payroll transactions for approximately 400 employees, which involves: processing and correcting time sheets, payroll corrections and adjustments, work performance evaluations, step increases, extended leave and Short Term Disability paperwork, new hire paperwork, and background and physical clearances.

Maria's years of payroll experience have allowed her to gain vast knowledge and expertise pertaining to the County's payroll process and has greatly benefitted the Personnel team and her co-workers. Maria is committed to providing accurate and complete information to everyone she comes in contact with, as well as providing "excellent customer service" in keeping with the Service F.I.R.S.T. policy. She is always willing to go the extra mile to meet an employee's needs. Maria is a valued member of the HS Personnel team and a busy wife and mother of three children. She and her family make their home in Fontana.

How well do you know your grammar?
The following is a rule taken from *The Gregg Reference Manual* – a rule that is frequently broken.
See if you're guilty of this grammatical goof-up.

RULE #1101

ANYMORE – ANY MORE

- >> We used to vacation in Bermuda, but we don't go there *anymore* (any longer).
- >> Please call me if you have *any more* (any additional) suggestions.

AWHILE – A WHILE

The one-word form is an adverb; the two-word form is a noun.

- >> You may have to wait *awhile*. (Adverb)
- >> You may have to wait for *a while*.
(Noun: object of the preposition *for*.)
- >> I ran into him *a while* back.

ENTITLED – TITLED

The primary meaning of **entitled** is "having a right to."

- >> After a year, you will be *entitled* to two weeks of vacation time.
- It is now generally acceptable to say that a book or similar item is *entitled* in a certain way.
- >> The book I plan to write about my attempts to survive marriage and five children will be *entitled* (OR *titled*) *Looking Out for Number Seven*.

FARTHER – FURTHER

Farther refers to actual distance; **further** refers to figurative distance and means "to a greater degree" or "to a greater extent."

- >> The drive from the airport was farther (in actual distance) than we expected.
- >> Let's plan to discuss the proposal *further* (to a greater extent).

FEWER – LESS

Fewer refers to number and is used with plural nouns. **Less** refers to degree or amount and is used with singular nouns.

- >> Fewer accidents (a smaller number) were reported than we expected.
- >> Less effort (a smaller degree) was put forth by the organizers, and thus fewer people (a smaller number) attended.

The expression *less than* (rather than *fewer than*) precedes plural nouns referring to periods of time, distance, amounts of money, and quantities.

Less than ten years ago
Less than six miles away
Less than \$1 million
Less than 20 pounds

Formal: fewer than 60 people
Colloquial: less than 60 people

The expression *or less* (rather than *or fewer*) is used *after* a reference to a number of items.

- >> In 100 words or less
- >> in groups of six people or less

Note the difference in meaning in the following pair of examples:

- >> In the future our company may hire fewer skilled workers (a smaller number of workers who are skilled).
- >> In the future our company may hire less skilled workers (workers with a lower level of skill).



Schedule of DAAS Training

Offerings for July - September 2009

DAAS Employees Only

Class Name	Date	Locator #	Time
Special Areas in IHSS - 2 days (previously Phase II) - Riverside County DPSS Training Center	7/28-29/09	n/a	8:30 - 4:30
IHSS - Ensuring Quality (previously Phase IV) – Riverside County DPSS Training Center	8/18/09	n/a	8:30 - 4:30
IHSS - Medical Implications – Riverside County DPSS Training Center	8/19/09	n/a	8:30 - 4:30
Ethics and Professional Boundaries – PERC San Bernardino	9/03/09	26419	9:00 - 12:00
Get Acquainted with DAAS – Carousel Mall	9/15/09	26413	9:00 - 3:00

To register for the IHSS trainings, please contact LaTanya Baylis of PERC at (909) 420-6447. Pre-registration is required for the trainings. The above trainings are subject to change.

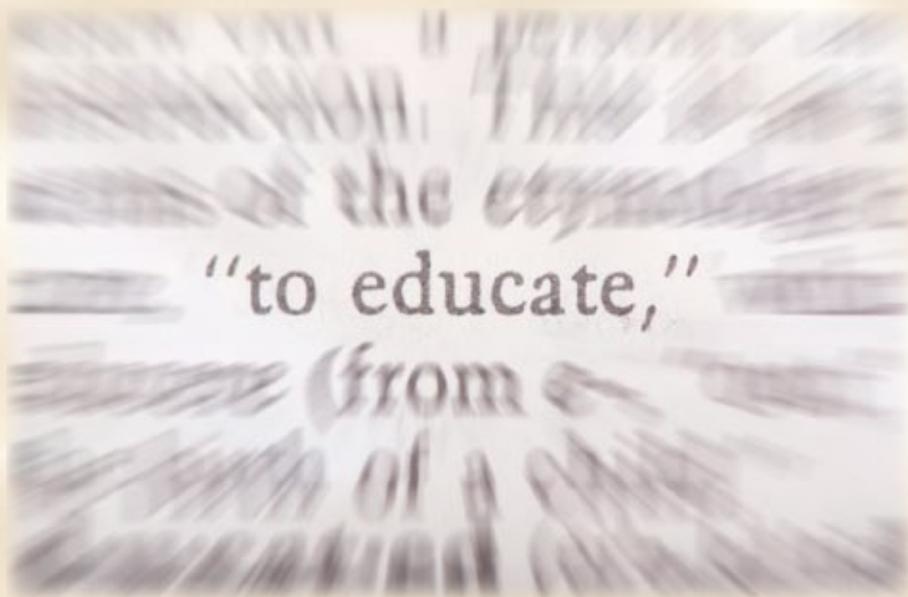
The new PERC LMS (Learning Management System) Learning Network is now online. Here you can search and register for upcoming classes, view and print your training transcript and access many other new and exciting features. For more information, go to: <http://countyline/perc/>

Training locations:

Riverside County DPSS Training Center
 22690 Cactus Avenue
 Moreno Valley, CA 92553

Performance, Education & Resource
 Centers of San Bernardino
 295 E. Caroline Street, Suite C
 San Bernardino, CA 92408

Carousel Mall
 128 Carousel Mall
 San Bernardino, CA 92401





Schedule of Classes

Offerings for July - September 2009

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

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

General Development Classes - Class Name	Date	Locator #	Fee	Time
CPR/First Aid	07/08/09	26155	\$65	8:30 - 4:00
Interviewing and Test Taking Skills - National Univ.	07/14/09	26127	\$115	8:30 - 4:00
Interviewing and Test Taking Skills - HS Only	07/15/09	26128	n/a	8:30 - 4:00
Public Speaking Without Fear - National University	07/16/09	26129	\$115	8:30 - 4:00
Success in the People Zone - HS Only	07/16/09	26144	n/a	8:30 - 4:00
Mapping Business Communications - Two Days	07/20-21/09	26180	\$500	8:00 - 5:00
So, You Think You Want to be a Supervisor? – HS Only	07/21/09	26145	n/a	8:30 - 4:00
So, You Think You Want to be a Supervisor? - National University	07/22/09	26130	\$115	8:30 - 4:00
Choose Your Battles - National University	07/28/09	26131	\$65	8:30 - 12:00
Public Speaking Without Fear - HS Only	07/28/09	26146	n/a	8:30 - 4:00
Time Management - National University	07/28/09	26148	\$65	1:00 - 4:00
Choose Your Battles - HS Only	07/29/09	26149	n/a	8:30 - 12:00
Time Management - HS Only	07/29/09	26150	n/a	1:00 - 4:00
Conflict Resolution - National University	07/30/09	26132	\$115	8:30 - 4:00
Training for Maximum Impact – Two Days - National University	08/04-05/09	26133	\$185	8:30 - 4:00
Identifying the Career That's Right for You – Two Days -National University	08/06/09 & 08/13/09	26181	\$250	8:30 - 4:00
Success in the People Zone - National University	08/13/09	26134	\$115	8:30 - 4:00
Freedom Film Festival: Serving Diverse Customers - National University	08/19/09	26135	\$115	8:30 - 4:00
Freedom Film Festival: Serving Diverse Customers - HS Only	09/02/09	26151	n/a	8:30 - 4:00
Training for Maximum Impact – Two Days - HS Only - Victorville	09/15-16/09	26152	n/a	8:30 - 4:00
Serving a Diverse Community - National Univ.	09/16/09	26136	\$65	1:00 - 4:00
Workplace philosophy: What does love have to do with it? - National University	09/16/09	26137	\$65	8:30 - 12:00
CPR/First Aid	09/16/09	26156	\$65	8:30 - 4:00
Mapping Business Communications – Two Days - HS Only	09/26-27/09	25733	n/a	8:00 - 5:00
Choose Your Battles - HS Only - Victorville	09/30/09	26153	n/a	8:30 - 12:00
Time Management - HS Only - Victorville	09/30/09	26154	n/a	1:00 - 4:00
Time Management - HS Only - Victorville	09/30/09	26154	n/a	1:00 - 4:00
Training for Maximum Impact – Two Days - National University	09/30/09 & 10/01/09	26138	\$185	8:30 - 4:00



Computer Classes - Class Name	Date	Locator #	Fee	Time
Word 2003 Introduction	07/08/09	26158	\$115	8:30 - 5:00
PowerPoint 2003 Intermediate	07/15/09	26159	\$115	8:30 - 5:00
Excel 2003 Introduction	07/22/09	26160	\$115	8:30 - 5:00
Outlook 2003 Intermediate	07/29/09	26161	\$115	8:30 - 5:00
Excel 2003 Intermediate	08/04/09	26162	\$115	8:30 - 5:00
PowerPoint 2003 Introduction	08/18/09	26164	\$115	8:30 - 5:00
Outlook 2003 Intermediate	08/20/09	26165	\$115	8:30 - 5:00
Word 2003 Intermediate	09/09/09	26166	\$115	8:30 - 5:00
Excel 2003 Introduction	09/10/09	26167	\$115	8:30 - 5:00
Access 2003 Introduction	09/17/09	26169	\$115	8:30 - 5:00
PowerPoint Intermediate	09/24/09	26172	\$115	8:30 - 5:00
Classes for Supervisors	Date	Locator #	Fee	Time
Fundamentals of Supervision I (5 days) – National University	8/4, 8/5, 8/18, 8/27, 9/1	26139	\$650	8:30 - 4:00

Pre-registration is required for the classes listed in this announcement, and there are two ways to register:

1. PERC e-Learning Network

- Go to PERC website (<http://countyline/perc/>).
- Click PERC e-Learning Network at top of page.
- Click *Sign In* on top menu bar; follow directions to log in.
- Click *Class Catalog* on left sidebar.
- Type class locator number in “Search for these words” box.
- Select *Locator Number* radio button.
- Click *Go*.
- Click *Enroll in this class*.
- Click *Yes*.

2. Call Registrar

- 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) 420-6400.

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Cancellations – Registrants who fail to attend are liable for the entire workshop fee unless they cancel their registration at least 5 work days prior to the first class date.

Training locations:

PERC– San Bernardino
 295 E. Caroline St., Suite C

National University - San Bernardino
 804 E. Brier Street

PERC - Victorville
 17270 Bear Valley Rd., Suite 107