

Human Services Connection

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



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Administrator's Message

Linda Haugan

Assistant County Administrator for Human Services

On May 8, the County Board of Supervisors held their 18th Annual Award for Excellence presentation to honor Public Service Recognition Week. I want to congratulate the recipients from the Human Services Departments:

Glenda Jackson, Aging and Adult Services

Bill Elliot, Child Support Services

Lynn Susko, Children's Services

Gloria Affatati, Performance, Education & Resource Centers

John Hams, Preschool Services

James Locurto, Transitional Assistance

John Reynolds, Veterans Affairs



These employees were acknowledged for their excellent customer service and their ability to demonstrate daily, the mission and values of their departments. I applaud and appreciate their commitment to their jobs.

These employees deserve the recognition they received. But there are so many more of you who represent your department well. I'm often asked "how do I get the recognition I deserve," or "how do I stand out so I will be considered for that promotion?"

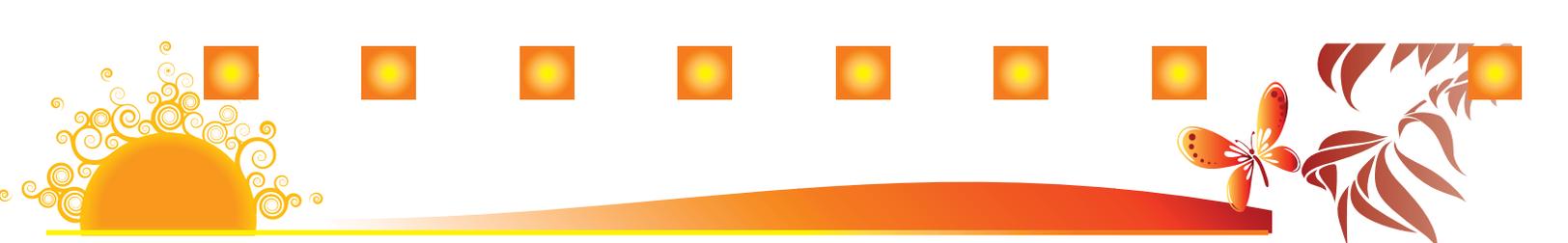
I'd like to offer some (common sense) tips that have served me well in my career, and now help me to identify the rising stars in our agency.

Keep Learning – I have never met anyone who knows everything. The County gives ample opportunities to learn and improve. Check out the list of classes that PERC offers and attend non-mandatory in-service department trainings. If you are interested in promoting, check out the Management Leadership Academy tracks and Fundamental series offered by the County. If class is not your thing, attend or join associations inside or outside the County (HS Supervisors Association, County Women's Network, Kiwanis, etc.). Not only will you learn new things that will help you improve, you'll meet people you would never have met if you didn't attend the class or club.

Do your job – And do it the best you can. Even when you're swamped or in a bad mood, your customers deserve to have their case handled with accuracy and professionalism.

Do extra – I know, I know. Your regular job keeps you busy enough. But the

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Editor's Corner

Cynthia Malvin, Media Specialist



This issue of the *HS Connection* recognizes the hard work, commitment, and dedication of County employees. Employees of Human Services departments are acknowledged for their excellence through a variety of programs including: the Awards for Excellence, 9th Annual Child Abuse Prevention Awards, and the Suggestion Awards, along with national

celebrations such as Social Workers Month and Administrative Professional's Week.

Administrative Professional's Week was celebrated the last full week of April, with Wednesday of that week designated as Administrative Professional's Day. The dedication, hard work, and contributions of secretaries, administrative assistants, and other office professionals are officially recognized at this time. **Look for sentiments expressed by management of Human Services departments and divisions throughout the newsletter.** The gratitude will overwhelm you!

You will also find photos of HS employees' children who participated in the annual "Take Your Child to Work Day" in the newsletter.



Administrative Professionals Week Quotes

"The OAs are the cornerstone of our business; we could not succeed without them. Thanks for all you do!"

— Jeanine Chenault, PDD

"Our Administrative Professionals team at PERC rocks! The excellent service that PERC provides to HS departments and divisions is due in large part to the hard work and the Service FIRST commitment of our office assistants. They are the very backbone of PERC and they always make us look good!!"

— Diana Alexander, PERC



Administrative Professionals Week Quote

"There is no way I could successfully do my job without you. With everything I have going on, you make sure that I don't miss a beat. I appreciate you beyond words."

— Linda Haugan, HS CAO



Administrator's Corner

Continued from previous page

folks who make the extra effort are the ones who usually win in the end. Volunteer for an office committee; offer to present a new concept to your peers at a staff meeting; come up with a good idea and sell it to your supervisor or manager. Help new staff get oriented. Take an interview for someone else who is swamped. These actions get noticed by supervisors and also help you gain respect from your peers.

Find a mentor – There are formal ways to get a mentor, like the mentor program through the County Women's Network. But most of us have success with the informal process. Think about a supervisor or manager you respect or would like to model. Make an appointment with him/her to discuss your career development. I don't know any manager who would not be flattered to advise an employee about how to succeed.

Adapt – I've worked for the County for over 26 years. I can't remember a time when there wasn't some kind of problem or issue. Either the state cut funding leaving us understaffed. Or new regulations were released that needed to be implemented yesterday. A co-worker quit and I got stuck with her work. My new supervisor was not my cup of tea. Sound familiar? I realized long ago, these "problems" came as part of the job I signed up for. So I chose to be flexible and adapt the best I could to the new challenges. I had co-workers quit because they couldn't adapt and I'm sure wherever they are they are much happier. As for those of us who love our jobs despite the challenges, we know the ability to adapt is the key to success. We are in this business to help our citizens and we'll take on a few problems to be able to keep doing it.

Until next time...



Department of Children's Services Update

Angela Stangle, Program Specialist I



DCS is re-dedicating itself to helping foster children meet their educational needs/goals. The importance of education is apparent and it is vital that we assist our foster children in preparing to transition to self-sufficient adults. This goal is set forth in both our business plan and our AB636 System Improvement Plan. In order

to assist in the accomplishment of these goals, six Educational Liaisons were recently hired to work with DCS staff, schools, foster parents, group homes, and others to ensure the educational needs of foster children are being met. Each operational region has two Educational Liaisons located in their region. Their initial focus will be assisting and assessing the progress of 17- and 18-year-olds towards graduation.

Our goal for this year is to increase, by 2%, the number of foster children in the Independent Living Skills Program who earn a high school diploma or GED. The strategies we are using to accomplish this goal include: 1) establish a system to identify and track the performance of child welfare dependents on the California High School Exit Exam (CAHSEE), 2) secure/implement customized tutoring programs designed to address the needs of exiting youth, and 3) refer and ensure linkage to tutoring services for

juniors and seniors experiencing difficulty passing the Proficiency Exam.

The Educational Liaisons will play an important role in helping us meet this goal. Their duties include:

- Track Exit Exam results for foster youth (CAHSEE scores for math and English);
- Track credits for graduation and high school age foster youth, and advocate for appropriate transfer of credits from former schools;
- Advocate for foster youth requiring tutoring available through the school districts, DCS, or other services;
- Add any new educational information obtained to the Health and Education Passport of each foster youth reviewed;
- Develop and maintain positive working relationships with schools, social workers, Foster Youth Liaisons, and other education-related personnel in their assigned regions of the county.

Please welcome the Educational Liaisons in your region as they work to expand our understanding of and collaboration with the educational community. Their assistance is another valuable tool we have to help foster youth earn their high school diploma or GED. This achievement will help lead the way to a self-sufficient adulthood for the children we serve.



Administrative Professionals Week Quotes

"On behalf of myself and the TAD management team, thank you for all you do to ensure our department's success. Without your dedication and extra efforts, our jobs would be much more difficult. We appreciate everything you do for us!"

— Nancy Swanson, TAD

"I truly appreciate the dedication of the administrative staff. The support they provide is critical to the success of the department. I would like to thank them for services delivered in a professional manner and always with a smile."

— Connie Brunn, DCSS



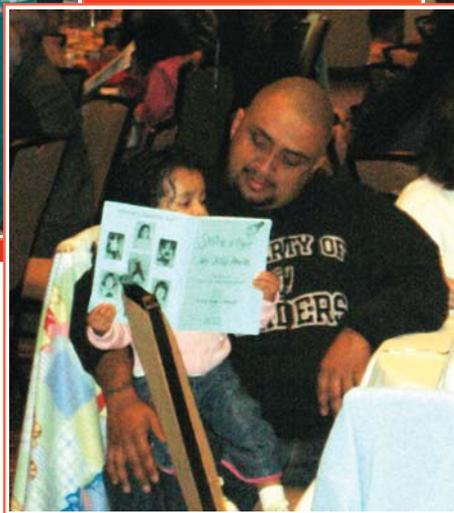


Children's Network Update

Shine a Light on Child Abuse 9th Annual Prevention Awards Breakfast



Head Start children singing and dancing to the Chicken Dance.



A future Head Start student glimpses at the event program.



Cathy Cimbalo is awarded an engraved clock as Lifetime Advocate of the Year.



The morning of March 22 began with the innocent sounds of the Head Start children singing and flapping their arms to the "Chicken Dance." Some stood paralyzed gazing at the audience of nearly 600 people, while others sang their hearts out as if to be the next American Idol.

The 9th Annual Prevention Awards Breakfast was held at the DoubleTree Hotel in Ontario. This annual event sets aside a time to recognize those agencies and community members who have taken the extra step to care for the children in our county. First District Supervisor

Brad Mitzelfelt took the stage to speak about the County's achievements, progress and future work efforts, followed by Third District Supervisor **Gary Ovitt**, Sheriff **Gary Penrod**, and **Honorable Judge James McGuire**.

The morning continued with recognition and honor awarded to the 14 winners of the 2007 Prevention Awards. These members of the county and community have dedicated themselves to children's well-being and the prevention of child abuse, with a passion and determination to make a difference.

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Prevention Award Winners:

Jim Rogers

Supervising Social Worker

Dayle Lopez

Forensic Interview Social Worker

Patrick Aronson

Social Worker

Mary Jo Vollmer-Sandholm

Forensic Nurse Practitioner

Phyllis Byrnes

Supervising Public Health Nurse

Andrew Gruchy

Behavioral Health Clinician

Joel Monge

Victim Services Advocate

Kraft Foods

Local Business

Pamela Anderson

Foster Parent

Karen Martinez

District Attorney

Alex Avila

Volunteer

Mark Bradley

Probation Officer

Tom Yarrington

Police Officer

Ronald Sindelar

Sheriff's Deputy

Administrative Professionals Week Quote

"Behind every good leader is an outstanding Administrative Assistant... You make us shine!"

— **Rebecca Stafford, CF**



Stephen Morales and Richard Burgess receive college scholarships



Supervisor Gary Ovitt congratulates Joel Monge.

Stephen Morales and **Richard Burgess** were awarded college scholarships for their participation in the Foster Care Youth Summit and dedication to the development of the One Stop TAY Center.

The "Shine a Light" Lifetime Advocate award was presented to the Department of Children's Services former director, **Cathy Cimbalo**. Recently retired, Cathy has tirelessly served as an advocate for abused and

neglected children in San Bernardino County. She has taken the department to higher levels, developing and implementing new programs to prevent children from having to enter the child welfare system. Her commitment to the children does not end with her retirement, as she remains active on several advisory committees and boards. The awards ceremony ended with the room adorned with blue lights and a final song, "This Little Light of Mine" sung by the children.



Children's Network Update

What's to Come



The "Fun in the Sun" Summer Safety Campaign will run from Memorial Day through Labor Day, with a focus on the importance of unattended children in vehicles and water safety. Children's Network will participate in a number of health and safety fairs handing out materials that include

safety topics for children. Materials are available at the Children's Network office for your clients or events.

Save the Dates

The 21st Annual Children's Network Conference entitled

"Surviving the Violence and Trauma: Prevention, Intervention, and Resiliency"

will be held on

September 5 - 6

This year's event promises a wide variety of workshops and great keynote presentations by Dr. Jill Murray, nationally known expert in the field of domestic and teen dating violence, and Michael Hingson sharing his story of how his guide dog, Roselle, helped him escape the World Trade Center on September 11. Look for registration opportunities on our website in early June, 2007.

National Professional Social Work Month



Left to right: Phalos Haire, Lynn Neuenswander, Erika Bautista, Michelle Torres, Olivia Chavarin, Molly Phimsipasom.



A customer visits the DAAS table.

Human Services departments hosted a National Professional Social Work Fair at the Government Center Rotunda last March to honor social workers and create awareness of services available.

The fair themed, "Caring, Concerned, Committed," was a collaborative effort by the Departments of Behavioral Health, Children's Services, Aging & Adult Services, and Arrowhead Regional Medical Center. Approximately 200 citizens attended the event and were offered information about County services, volunteer work and job opportunities within each respective department. The need for dedicated social workers throughout the County was indicated by all departments.

Social workers have a rewarding, yet emotionally challenging job. Depending on the department, duties may include: investigating abuse, enhancing self-sufficiency, providing services to ensure the health, safety, and welfare of the customer, and acting as advocates for individuals, families, and elderly patients. In honor of National Professional Social Work Month, social workers wore special buttons recognizing their care, concern and commitment to the citizens of San Bernardino County.



Children's Fund Update

Rebecca Stafford, MSLM, Executive Director



Your Contributions DO MAKE a DIFFERENCE in the lives of children at-risk . . .

Without loyal donors like yourselves, our County family, Children's Fund would not have the privilege of supporting at-risk children like Timothy. In 2006, Children's Fund provided funds to assist Timothy in attending a conference in Washington DC.

Timothy, who has spent the last nine years in foster care, was nominated by teachers and friends to attend the National Youth Leadership Forum on Defense, Intelligence and Diplomacy, as one of only three delegates from California. Below is a thank you letter to all of our supporters from Timothy.



Dear Children's Fund,

My name is Timothy, the young man who had the privilege and honor of attending the National Youth Leadership forum on Defense, Intelligence and Diplomacy in our nation's capital. This privilege was due to your excellent hard work, which you put forth for me in order to attend this trip. You are a prime example of a unique (organization) that helps others in a big way; this type of (organization) is hard to find in the world today. There are not many like you in the world and even though I have never met (any of) you, I feel it is in my best interest to say how much I appreciated your hard work and I commend you on a job well done. If you ever need anything at all do not hesitate to ask. Thank you again; you do not realize how much I am in debted to you. This trip will last a lifetime. Thank you again.

Sincerely, Timothy

Administrative Professionals Week Quote

"Many thanks to Tammy Williams, our secretary at Children's Network. You keep us on task, and make us look good."

— Kent Paxton, Children's Network

Children's Fund's Daily Referral Program continues to operate and meet the needs of children at-risk throughout San Bernardino County. We receive approximately 750 requests per month for assistance. It is the Children's Fund's Board of Directors' heartfelt desire to strategically expand our Daily Referral Program and reach more children than ever before. Our initial focus was the High Desert, as the needs there are enormous and resources are somewhat limited. Since stationing Mike Bautista, Program and Community Development Coordinator, in the Victorville DCS office one day a week, the number of children we have touched in that region alone quadrupled in the first six months of our expansion effort.

I am excited to report that to date, through the Daily Referral Program alone, we have served 3,000 more children than last fiscal year! Thanks to each of you, a difference is made daily; children and our youth, just like Timothy, are given life-sustaining essentials and extraordinary life-altering experiences!



Child Support Services Update

Connie Brunn, Director



In April 2007, the Department of Child Support Services (DCSS) began its conversion process to a new statewide automated system, the California Child Support Automated System (CCSAS). San Bernardino County is scheduled to convert to the new system in April 2008 with statewide rollout anticipated by the end of 2008. Once fully

implemented, all 58 county Child Support offices will work with the same automated system sharing information and resources, improving communication between the counties and the State Department of Child Support Services.

Federal law requires every state to operate a single statewide automation system and state disbursement unit for child support. In keeping with the approach of a statewide system, one telephone number will be used as a single point of contact for all of California's Child Support Services agencies. This system is referred to as the Enterprise Customer Service Solution (ECSS) and will be connected to all 58 counties. Using state-of-the-art

logic, this system will identify the needs of the caller and distribute calls across the network to the appropriate county to answer their questions.

In addition to these improvements, CCSAS will offer other enhancements such as a centralized printing facility and improved connections between county Welfare and Child Support Services agencies. The availability of a centralized printing facility is designed to standardize the mailing between counties, limit overlapping mailings from several counties, and minimize mailing costs. The improvement of data sharing with our Transitional Assistance Department (TAD) offices will allow DCSS to continue to receive data from that system, and also receive information from other welfare systems across the state.

San Bernardino Child Support Services will be hard at work over the course of this next year in preparation for these changes. Teams have been identified to work with the state, business partners, and other San Bernardino County agencies. DCSS is excited about the opportunities this new system will offer in improving service to children and families.



Administrative Professionals Week Quotes

"Thanks for everything you do for me and for Personnel. You take really good care of us! Have a great day!"

— **Leslie Ponshock, HS Personnel**

"Our support staff is central to all of our functions and provides the framework for all of our programs. They often are the first contact with our consumers and leave the most lasting impression of our department. We appreciate the professionalism of our support staff and their commitment to customer service."

— **Colleen Krygier, DAAS**



Preschool Services Update

Ron Griffin, Director

The Price of Preschool?



Last winter, the San Bernardino Sun cited a recent study when it stated, "If all 4-year-olds in San Bernardino and Riverside Counties had a chance to attend a quality preschool for a year, 4,000 fewer criminal charges would be filed against them as juveniles, one of the largest decreases in the state."

The article continued, "It is projected that the two-county region could have 68,000 4-year-olds over the next decade. If 70 percent of them enroll under a quality preschool program, they would see improvement in education, abuse, neglect and juvenile crime, according to the findings of the Rand Corporation, a nonprofit research organization."

In San Bernardino County, eight percent fewer children would experience abuse or neglect, six percent fewer would be the subject of a juvenile arrest, and 12 percent fewer would drop out of high school.

The study followed Rand's spring study estimating that universal preschool could save \$2.62 in public services for every dollar invested.

I felt compelled to repeat these statistics because, although this was a great article, and the Rand Corporation conducted an excellent analysis, this only reiterates what we already know instinctively. The best investment we can make in fixing the ills of society is in our children when they are young.

In children who come from "disadvantaged" backgrounds, the evidence is undeniable. Fight Crime: Invest in Kids California, a bipartisan anti-crime organization of over 300 sheriffs, police chiefs, district

attorneys and victims of violence, recently cited a long-term study involving the High/Scope Perry Preschool Program in Michigan.

The result of this study showed that those who were left out of preschool were not only less likely to graduate from high school on time, but by age 40 they were also more than twice as likely to become career criminals, and four times more likely to be arrested for drug felonies!

I often refer to the work of our department as the first and last line of defense. By that, I mean that if we do our job well, the first experience children have with the outside world will be one that enables them to live up to their fullest potential. If, on the other hand, children who need it the most aren't exposed to preschool at all, the older they get, the higher the price we will pay as a society.

I've read recently that it costs over \$25,000 annually to house an inmate at a state prison and more than \$9,000 annually to support the average family on public assistance. Every study we see tells us that we would have significant decreases in negative outcomes if we made a roughly \$5,000 once in a lifetime investment in quality preschool for those children who are most at risk in our communities.

The bottom line is that we, as a society, will pay either way. It's just a matter of when, where, and how much. The question is whether we want to make an investment in our children's futures when they're young or make payments for the rest of their lives when they're adults. The choice is simple...isn't it?

Oh, by the way, we're recruiting for next school year right now. Doesn't every child deserve a Head Start?

Administrative Professionals Week Quote

"Thanks for all you do to keep me organized, despite my best efforts to keep this from happening. I appreciate your loyalty and dedication."

— Ron Griffin, PSD



Employees of the Month



Dontel Alexander

Department of Aging & Adult Services

May

Dontel is an Estate Property Specialist for the Public Guardian warehouse. Dontel works closely with his co-workers: the Public Administration Office, Coroner's office, and the public, providing friendly and professional service to all. He presents the public with information and appropriate alternatives consistently following the mission, vision and values of the County. Recently, Dontel was recognized by Deputy Director Edward Harter of the Coroner's office stating, "I would like to take this opportunity to let you know how appreciative we have been of Dontel at the warehouse...he has made every effort to make the warehouse available to us, within reason, when we wished for access. This gentleman truly exemplifies the Service F.I.R.S.T. quality that CAO Mark Uffer has been discussing." Mr. Harter's statement reiterates the customer service that Dontel provides on a daily basis to his co-workers and the public with a smile and a positive attitude. Dontel is a true asset to the Public Guardian's office, as well as the County.



Doug Quinn

Program Integrity Division

June

Doug Quinn, Quality Review Specialist I, is a valuable asset to the Quality Review Unit within the Program Integrity Division (PID). Doug began his career with the County as an Eligibility Worker in 1988. In those 18 years, he has moved from EW to EW Supervisor, Quality Review Specialist, Appeals Specialist, and on to his present position supervising Quality Review Specialists. Doug's unit is responsible for making sure that public assistance recipients fully understand the aid programs they access, and to ensure EWs have all the information they need to issue benefits correctly. In helping the Transitional Assistance Department (TAD) meet their Work Participation Rate goals, Doug proposed ways his home call staff could reach out to cash aid recipients. With staff located throughout the county, Doug is organized and logical in order to stay on top of his unit's goals.

When the C-IV system was introduced, Doug acquainted himself with the system functions, as related to the Program Integrity Division. Doug spent time helping staff adjust to the new system and providing valuable input to ensure PID employees were able to use the system as it was intended. He also analyzed the information available within the system to help develop reports for the PID units. Doug does not hesitate to take the lead on projects, serve as liaison with other groups involved, and develop the tools staff will need to work through projects. Doug demonstrates strong leadership skills, and understands well ways his unit helps TAD meet their important goals. The Human Services Program Integrity Division is proud to count Doug Quinn as one of its members.

Administrative Professionals Week Quote

"Thank you for your commitment and dedication to the Auditing Division, Human Services and the County of San Bernardino. Your outstanding work does not go unnoticed."

— Tanya Bratton, Auditing



Everyday Employees...

We extend our congratulations to the following employees:

The following employees received service pins at the Board of Supervisors meeting held March 20, 2007. Each employee has served the County for 20 years or more.

35 Years of Service



Judith Varela, PDD

Not shown:
Charles Bruington, HS Administration

30 Years of Service



Left to right: Deborah Hackett, TAD;
Jessie Baxendale, HS Auditing; Pamela Huskey, TAD
Not shown: Susan Blevins, DCS;
Ginabea Stafford, DAAS; Elizabeth Minter, PID

25 Years of Service



Left to right: Elise Anzures-Taylor, DCS;
Marie Arenas, TAD; Kathryn Brookins, DCS
Not shown: Anna Flethez-Mota, TAD

20 Years of Service



Front Row: Anna Leichter, TAD; Caroline Chapman, TAD;
Manzel Caldwell, TAD
Back Row: Janice Jackson, DCS; Linda Parrott, TAD;
Christine Lira, TAD; Cheryl Graff, TAD
Not Shown: Mark Cardenas, DCS;
Shelly Carso, ASD; Angela De La Rosa, HS Auditing;
Jennie Garcia, PID; Susan Lacey, DCS;
Glen Miller, PID; Theresa Munoz-Cardenas, DCS;
Paula Stump, PID; Donna Dunwoody, TAD

Extraordinary Work



Take Your Child to Work Day

Future County employees converged on Human Services departments for "Take Your Child to Work Day" Thursday, April 26. The annual event offers children of employees the unique opportunity to learn about the variety of public services available, observe the County's internal operations, and work alongside their parent or family member.

Twenty children at the Transitional Assistance office in Victorville began their day with a staff meeting and a round of the "name game." The children learned how to operate the Statewide Fingerprinting and Imaging System (SFIS), prepare application packets, and identify items in the office by participating in an office scavenger hunt. At the close of business, each child was presented with a Work Performance Evaluation (WPE) of his or her day's work, a "paycheck" (with taxes, insurance and union dues deducted) and a bag full of goodies.

Administrative Professionals Week Quote

"To Anna and Chuck, as the new Director of Department of Children's Services a special thanks for helping navigate the uncharted waters, avoid running aground and making me feel welcomed."

— DeAnna Avey-Motikeit, DCS

What a turn out at the Transitional Assistance Office!



Front Row: Bryce Powell, Cameron Cisco, Brent Parsons, Amanda McIntire, Eileithya Russell, Tolu Ogunrinde, Ariana Thormahlen, Gabby Velazquez
Back Row: Devvan Castillo, Karyna Alcantar, Kiana Chavez, Samantha Jordan, Chanel Lewis, Marisa Bartholomew, Becca Pino, Giselle Salinas, Summer Wagoner, O'Shaya Laskey
(Not pictured: Jazmine Viccarra, Nona Campbell)



"Take Your Child to Work Day"
once again has proven that our future workforce is experienced and well-prepared to make a difference in the County of San Bernardino. We'll see you again real soon!

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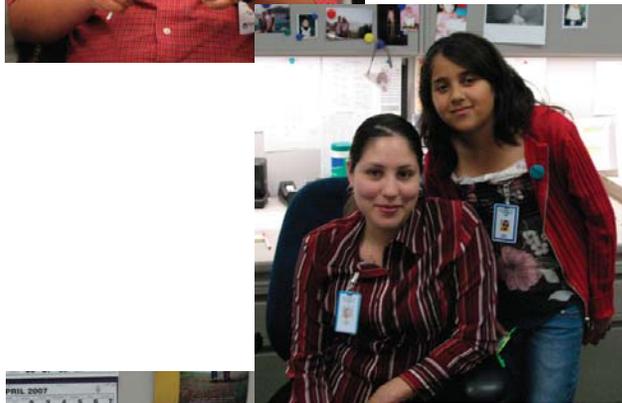


Meanwhile, children assisted other areas of Human Services



Alex Alba teamed up with **Bertha Buggs** to prepare identification badges and print reports. **Vanessa Aleman** taught her niece **Carla Garcia** how to process payroll.

Addie and her father **John Hallen** of Administrative Support (below) practiced vital computer skills, while **Kimmi** and her father **Randy Frazier** of Facilities Management (right), kept Human Services facilities running smooth.



Teresa Pratt, Department of Aging & Adult Services, shared her workday with son **Cameron Bledsoe** preparing monthly rosters.



Aging and Adult Services Deputy Director **Jane Adams** (shown above with **Crystal Davis**, daughter of **Dale Davis**) presented each of the six children with certificates commemorating their participation in the event.



ITSD employees taught 14 children the technical side of their jobs by hosting an internet website development workshop. The children were each provided with a camera to document their day and a laptop computer for hands-on-training. Each child's photos were downloaded and used to develop and personalize a "Club ITSD" web page. ITSD employee **Joseph Augsburger** assisted his daughter **Genesis** and fellow employees' children **Peyton Jay**, and **Cierra Gilmore** with their photos.

Public Service Recognition Week ★

County employees were celebrated and recognized in the Sunday, May 6 issue of the Press Enterprise for their outstanding service to the citizens of the county during Public Service Recognition Week. Forty departments, including six from Human Services, were presented with an *Award for Excellence* plaque at the Board of Supervisors meeting on Tuesday, May 8. This year marked the 18th anniversary of the County's participation in this national event honoring men and women who serve America as federal, state and local government employees. One employee from each participating department was selected for an *Award for Excellence* based on specific criteria including customer service, initiative and leadership, accomplishments, and attitude.



**Andrew Lamberto, Human Resources;
Diana Alexander, PERC
and Bob Blough, SBPEA**



**Gloria Affatati, PERC and
Tammy Ballesteros, Human Resources**



**Bob Coutts with co-workers Robert and Jim
of Facilities Management**

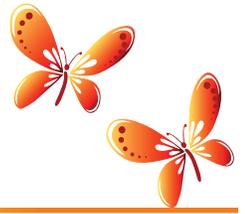


Administrative Professionals Week Quote

"I don't know what I would do without you.
Thank you for all of your hard work."

— **Danny Tillman, ITSD**

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2007 Awards for Excellence Recipients

Danette Tealer
Administrative Office

Glenda Jackson
Aging & Adult Services

Jim Chambers
Agriculture/Weights & Measures

Kenneth V. Owens
Airports

Ralph Hosni
Architecture & Engineering

Stella Estrada
Arrowhead Regional Medical Center

Buffy Moorefield
Auditor/Controller-Recorder

Andrew Gruchy
Behavioral Health

Dawn Peterson
Board of Retirement

Angelica Rojas-Castro
Board of Supervisors

Bill Elliot
Child Support Services

Lynn Susko
Children's Services

Laura Welch
Clerk of the Board

Christney Barilla
Community Development & Housing

Julie Surber
County Counsel

Mary Ashley
District Attorney

Bob Coutts
Facilities Management

Dan Munsey
Fire

James Harkey
Fleet Management

Tammy Ballesteros
Human Resources

Ashley Norman
Information Services

Michael Lopez
Land Use Services

Katherine McBean
Library

Vincent Montoya
Museum

Gloria Affatati
Performance, Education & Resource Centers

John Hams
Preschool Services

Mark C.E. Bradley
Probation

Joseph Canty
Public Defender

Susan Strong
Public Health

Leo Gomez
Purchasing

Josephine Morales
Real Estate Services

Lelah Spindler
Regional Parks

James A. Lasby
Registrar of Voters

Norm Nunez
Sheriff-Coroner

Michael J. Gallucci
Solid Waste Management

James Locurto
Transitional Assistance

Eric Jacobsen
Transportation

Joanna De La Cruz
Treasurer-Tax Collector/
Public Administrator

John Reynolds
Veterans Affairs

Cheryl Shelby
Workforce Development

Congratulations to each of the recipients and thank you to staff members from departments/divisions that participated and assisted with the *Awards for Excellence* presentation and ceremony.

Board of Supervisors • Clerk of the Board • Human Resources • Performance, Education and Resources

Look for recipients of the *Award for Excellence* from Human Service's departments featured in upcoming editions of the *HS Connection* newsletter.

Suggestion Awards



Darren Guentert shared his suggestion to streamline the administration of referrals with the Suggestion Award Committee. Darren, a Social Service

Practitioner with the Department of Children's Services, wanted to create a more efficient work environment with enhanced service delivery at a savings to the department and County. His suggestion awarded him \$1,500.

Our friendly neighbors at the Department of Behavioral Health also turned in an award-winning suggestion. **Mark Napier**, Social Worker II, received \$300 for his suggestion to create a database to retrieve client information, and increase productivity while decreasing paperwork.



Congratulations and Great Job!



A "Head Start" on Cinco De Mayo

Cinco de Mayo, a holiday commemorating the Mexican army's defeat of French forces in 1862, was celebrated on May 3 and 4 at Preschool Services Head Start sites. Children at the Chino, Cucamonga, Copper Mountain, Ontario Maple and Westside Annex sites all participated in handmade crafts, food preparation, multi-cultural books, dances and games of Mexican heritage.



The children at the Cucamonga site participated in a classroom parade waving their handmade Mexican flags and shouting "Happy Cinco de Mayo!" Each child proudly wore his/her sarapes or skirts and flowers made of tissue paper. After their tiring jaunt around the classrooms, the children learned how to make delicious quesadillas for lunch.



The boys at the Ontario Maple site wore handmade Mexican hats, while the girls blossomed with flowers in their hair. After dressing up for the day's activities, the children made maracas out of plastic bottles, funneling red, green, and white rice in them, and danced to the sounds of Mexico. Ms. Martinez later taught the children how to prepare their very own fresh tostadas.



Administrative Professionals Week Quote

"In this hurry-up, over-busy world, it's great to work with someone who takes the time to care and do such a wonderful job. Thanks for all you do!"

— Bill Moseley, VA



continued on next page



Children at the Westside Annex in San Bernardino showed off their dancing skills by performing the "Mexican Hat Dance" as a group and singing Spanish songs. The fun continued as each child took turns swinging at a piñata filled with crackers, cookies, fruit roll ups and other goodies.



After all the excitement and activities, the children made tortilla shells from scratch and learned how to use a molcajete, a three-legged stone bowl and pestle used to grind maize, crush spices, and prepare fresh salsas.



Each of the Head Start sites brought enthusiasm and tradition to the classrooms, providing our children with a more engaging learning environment.



Motivated To Achieve Dreams

The morning of Saturday, April 21 brought CalWORKs customers to the San Bernardino and Ontario Transitional Assistance

Department (TAD) offices for an open house event. The open house offered customers the opportunity to become involved in Welfare to Work (WTW) activities and obtain valuable resources outside of regular business hours. Over 3,700

invitations were mailed among the two participating offices to Safety Net/Timed Out and Sanctioned customers.*

The invitation only event offered a \$25.00 gift card as an incentive to take part in informational workshops and activities outlining the advantages and opportunities available to them through participation in Welfare to Work activities.

Participants attended an orientation and CalWORKs workshop, met with a County Employment Specialist to reinstate their status in WTW activities, and were provided with employment resources to meet WTW requirements. Most importantly, participants were motivated to become independent.

Vendors were on-hand to offer information and assistance on meeting CalWORKs requirements. The event brought together in one place County departments offering connective services. Cindi Tamez,



Deputy Director of TAD, mentioned how the event provided an opportunity not only for the customers to learn about the various services available, but also for County employees to learn what other departments and organizations do to help customers towards self sufficiency. The Departments of Child Support Services; Behavioral Health; Public Health; Economic Development; Woman, Infant and Children (WIC); Valley College; Kids "N" Care (Superintendent of Schools); and Kinship Family Centers all provided information at Saturday's event.

The day's activities brought out emotions from both customers and staff alike. Both became re-motivated as a result of their participation. Many customers were unaware of all the services available to them, especially from departments outside of TAD, and were grateful for the opportunity to learn about them. Staff received many thanks and stories of triumph and encouragement reinforcing the work they do on a regular basis.

The Transitional Assistance Department will host the open houses at various sites in the months of May and June.

*Safety Net/Timed Out customers have utilized the cash grant and have now exceeded the sixty- month time limit.

*Sanctioned customers are those individuals who are not receiving or eligible to receive their portion of the cash grant, (customers' children may receive aid until 18 years of age), due to non-cooperation with the Welfare to Work (WTW) program.



Administrative Professionals Week Quote

"Your constant attention to detail and anticipation of the unexpected keep operations running smoothly. I am prepared and even look smart thanks to your professionalism."

— Kathy Watkins, LRQU



Ride With the Experts and Learn As You Go!

The Performance, Education & Resource Centers (PERC) Library has expanded its resources to include audio CDs. Two Audio-Tech Business Book Summaries will be added to the PERC Library each month, providing additional tools to help County employees succeed and grow.

As with all the PERC Library resources, the CDs will be available for loan to all County employees with a PERC Library card. Don't have a library card? Visit the PERC website at <http://countyline/perc> and click on **Resources**.

Our first two CDs are: **Wal-Smart** and **The Secret to GE's Success: A Former Insider Reveals the Management Strategies of the World's Most Competitive Company**.

Wal-Smart is not a book about Wal-Mart. It is a book for leaders in any industry – public and private, manufacturing and service, large and small, international and local - who want to survive and thrive in the face of industry giants, or who want to become the giant themselves. This book summary examines the elements of Wal-Mart's success that few people see: its productivity loop, its powerful process disciplines, and its hidden management "DNA." It also explores the strategies that any company in any industry can use to survive and thrive in this brave new Wal-Mart world.

The Secret to GE's Success... reveals why General Electric leads the world in innovation, strategic planning, and breakthrough results. This summary explores the five key factors that made GE a global phenomenon, and, through GE's history, gives managers a template for duplicating that company's remarkable success. By examining the four great stages of GE's history, this book will show managers how that company:

- Created a succession system that identified the right leader for the right time.
- Recognized when even seemingly successful strategies needed to be adapted and changed.
- Developed a farm system to create a deep, skilled, and loyal managerial and professional bench.
- Took a stand against social, political, and economic policies that could prevent GE from controlling its own destiny.
- Established, adapted, and used systems – in finance, strategic planning, and human resource management – that lent stability to the organization and helped it to progress toward its overall goals.

For additional information about these or any of our other resources in the PERC Library, call (909) 458-1616.

2007-08 State Budget Update

According to the California State Association of Counties (CSAC), the Assembly Subcommittee No. 1 heard child welfare issues on April 18. The subcommittee continues to hold many items open pending the mid-May Revise. They discussed a number of issues, including child welfare services workload and budget methodology, and rates for foster families. CSAC continues to support efforts to increase funding for social worker case load reduction. We are also supporting pending legislation (AB 324-Beall) to increase rates for foster families.

We Want To Hear From You!



Tell us which classes YOU are interested in taking by visiting the PERC website for a short survey.

A minute of your time can make a difference.

Visit us at:
<http://countyline/PERC>

HS Blood Drive – Mark Your Calendars!

The Human Services blood drives for 2007 will be held on the following dates: **July 25, October 24**

The County's blood supply is at an all time low with less than one day's supply available. All blood types are needed. For more information, call the Blood Bank of San Bernardino at (909) 885-6503.





Performance, Education and Resource Centers

Schedule of Classes

Offerings for July - September 2007



General Development Classes

Classes will be presented at National University unless otherwise noted.

Class Name	Date	Class ID #	Fee	Time
Serving A Diverse Community	7/11/07	20359	\$65	8:30 – 12:30
Success in the People Zone	7/17/07	20360	\$115	8:00 – 4:00
Training for Trainers (Victorville) (HS Personnel Only)	7/25 & 26/07	20390	n/a	8:30 – 4:30
Choose Your Battles	7/31/07	19778	\$65	8:30 – 12:30
Identifying the Career That's Right for You (2 days)	8/14 & 21/07	20361	\$250	8:30 – 4:00
Mapping Business Communications (2 days)	8/28 & 29/07	20362	\$500	8:00 – 5:00
Freedom Film Festival : Serving Diverse Customers (HS Personnel Only)	9/12/07	20391	n/a	8:30 – 4:30
Choose Your Battles	9/20/07	20364	\$65	8:30 – 12:30
Proofamatics (4 days)	9/24 - 9/27	20363	\$115	8:30 – 11:00

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 2000 Introduction (Victorville)	7/11/07	18900	\$115	8:30 – 5:00
Outlook 2000 Intermediate (Victorville)	7/18/07	18901	\$115	8:30 – 5:00
Excel 2000 Introduction	8/8/07	20365	\$115	8:30 – 5:00
Excel 2000 Intermediate	8/15/07	20366	\$115	8:30 – 5:00
Access 2000 Introduction (Victorville)	9/12/07	20367	\$115	8:30 – 5:00
Access 2000 Intermediate (Victorville)	9/19/07	20368	\$115	8:30 – 5:00

Classes for Supervisors and Managers

SUPERVISORS' CLASSES	Date	Class ID #	Fee	Time
Fundamentals of Supervision I (5 days)	8/7/07, 8/8/07, 8/21/07, 8/29/07, 9/4/07	19762	\$650	8:30 - 4:00

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