

# Human Services Connection



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## Administrator's Message



Carol Anselmi

**W**e have been through some very complex budget times this year and with the new Governor, I am sure that additional changes will come our way. I wish that I had a crystal ball and could predict the impact on HSS and the County, but I don't. I can only hope that our leaders see the benefit of the services we provide to the citizens of San Bernardino County. I admire your dedication to your clients and hope that we can continue.

I want to also share with you the results of the layoffs. We spent so much energy in the bumping process that we neglected to continue the communication started in the Employee Option Sessions. For that I apologize.

We started off in May with a list of 190 positions that needed to be cut. When the process was completed in September, the number of employees actually laid off was 102. The reduced number was the result of people finding other positions or leaving in greater numbers than anticipated. In addition, 20 staff members, previously laid off, were hired back to fill positions that were vacated during that period. Human Resources continues to work with laid off employees encouraging them to place their names on a variety of lists.

I know you are all working very hard with not a lot of relief in sight. I want to thank you for your efforts and your dedication, and I hope that you will hang in while we weather this storm. I cannot express how much I appreciate all the HSS employees.

One of the increased costs that impacted our budget this year was Workers' Compensation. Workers' Compensation costs are also expected to increase again next budget year. Each of our HSS departments is being charged the actual cost of our claims. The most consistent types of claims include repetitive motion and slips, trips and falls. There are also many injuries related to lifting and pulling motions.

I am sure you would agree that we would rather spend our limited budget dollars on staff and tools by reducing the number and severity of injuries. One of my goals this year is to reduce our Workers' Comp costs. I cannot do this alone. I need your assistance in this project:

- ✿ If you see a situation that can cause injury, please let your supervisor or manager know. Identifying simple problems like water on the floor or cords across walkways can make a difference.
- ✿ Learning the proper chair and computer alignment can also help.
- ✿ Get out of your chair to lift something off the floor or out of a low file drawer.
- ✿ Stand up to pull books off of shelves.
- ✿ Take a quick stretch break each hour to relieve muscles.

These are little things that can have a big impact and will help us use our funding to provide services. If we all work together, we can impact this cost. ■

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# Editor's Corner



Monique Thomas

**T**his is the time of year when people reflect on the past and look forward to the future. Those of us in Southern California, especially County employees have much on which to reflect. Twelve months ago, no one could have predicted the budgetary woes, devastating wildfires or the Terminator as governor. But here we are.

The year 2003 was definitely a time of change. If we have learned anything, it is that life is dynamic. As you prepare to ring in the New Year and make Resolutions, stay positive. Remember that the only constant in life is change and with every moment, anything is

possible. Yesterday's misfortune can be tomorrow's opportunity. Happy Holidays!!

*"The best time to plant a tree was 20 years ago. The second best time is now."*—Chinese Proverb

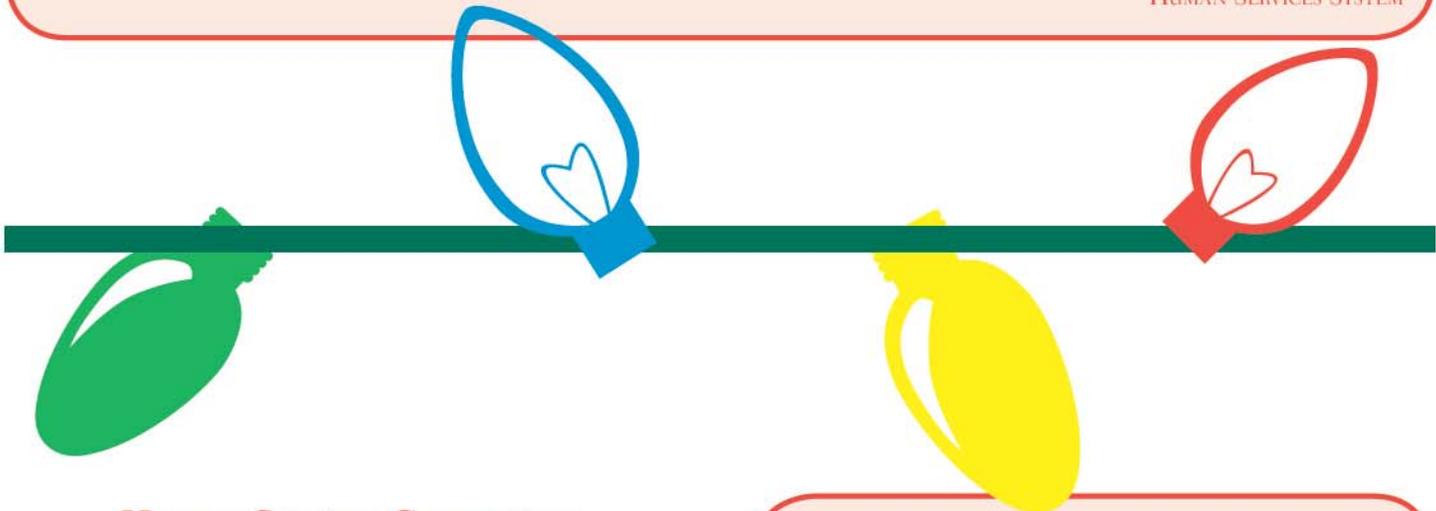
### Cost Saving Ideas

HSS employees are the most inventive and creative especially during difficult times. If you have creative cost saving tools or ideas utilized in your department, please submit to the Connection.

### In this issue:

- ❁ The Child Welfare Redesign
- ❁ New Social Work Bachelors Program (BASW) at California State University, San Bernardino
- ❁ HSS efforts to assist those affected by the fires. ■

**Monique Thomas**  
HUMAN SERVICES SYSTEM



## Human Services Connection

### News Deadlines and Publication Dates

#### First Quarter

News Deadline .....January 5  
Publication Date ..... March

#### Second Quarter

News Deadline .....April 7  
Publication Date .....June

#### Third Quarter

News Deadline .....July 7  
Publication Date ..... September

#### Fourth Quarter

News Deadline .....October 6  
Publication Date .....December

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# Pondering the Possibilities – Your Comments and Insights:



**Jim Pesta**

**I**n our September edition, I presented the story of Bukolos Satori and his dilemma of accepting a gift of \$150.00, with a request for your opinions.

Many thanks to all of you who responded to Bukolos' dilemma and for taking the time and interest to provide your perspective. Please know your efforts are much appreciated!

I received a number of responses to the story with very interesting comments and insights. Among them were:

*"In the old days, the employee probably could have accepted this gift and nothing would have been said – but we are into a different era where such things are and should be taboo."*

*"Rewards for public speaking are limited to a meal (only if one is served during the speech) and/or a small knickknack; i.e., a coffee cup, pin, personalized pen, key chain, etc."*

*"I don't think it would be right for him to accept the money because part of his job is to do presentations. He's already being paid by the county for doing just that."*

*"After declining the offer and making certain he has not damaged relationships with this group and his county, he needs to make his management aware of the entire situation, the offer and any potential issues he feels he is aware of."*

*"He might suggest that the organization give the money or its equivalent to a*

*local charity that provides services for children or homeless people."*

*"Bukolos should accept the intent of the gift and ask that the organization make the donation to a local charity of their choice."*

*"Government employees are public servants and as such, we are employed to serve the public. . . We should not be government employees who use our positions to further our own self interest."*

Fully, 100 percent of those responding felt that Bukolos should not accept the check. This is a tribute to the dedicated, professional and caring staff the County of San Bernardino is privileged to employ in our shared mission of public service and our quest to be the best run county in the country.

In light of the gift dilemma scenario, I thought it a good time to include our Gift Decision Reflection Process in this quarter's column.

## **Gift Decision Reflection Process**

Frequently the Ethics Resource Office receives inquiries on the question of accepting gifts while working as a County of San Bernardino employee. The following decision reflection process has been developed to assist employees in evaluating their situation and coming to a sound and appropriate choice. Consider the questions below.

- ✳ Why is the gift being given to me? What is the purpose?
- ✳ Does accepting the gift violate the letter or spirit of our code of ethics?
- ✳ Does accepting the gift conform to my own sense of personal values? How does it feel in the pit of my stomach?

- ✳ Does accepting the gift conform to our organizational values?
- ✳ How will accepting the gift influence me?
- ✳ How will accepting the gift affect and/or influence others (staff, citizens, businesses, etc...)?
- ✳ What will be the public perception if I accept the gift?
- ✳ Will accepting the gift be embarrassing to my family or me?
- ✳ Will accepting the gift be embarrassing to my agency, department or the County as a whole?
- ✳ Will I be comfortable explaining why I accepted the gift to a reporter? What would I say?
- ✳ Would I be comfortable reading about my acceptance of the gift in the newspaper or seeing it on the nightly news?
- ✳ Have I informed my appointing authority (supervisor) as to the situation?

## **Are you a required filer of the Form 700, Statement of Economic Interests?**

If yes, or if you're not sure, go to the Conflict of Interest tab at the Ethics Resource Office intranet site or at the Performance, Education and Resource Centers intranet site on Countyline.

In addition to this question and reflection process, our intranet sites are filled with a wealth of valuable information and resources for your review, consideration and use. Take a few minutes to visit them at Countyline!

And, last but not least... as we approach the holidays, allow me this opportunity to wish every one of you a happy and joyous holiday season! See you in 2004! ■

**Jim Pesta**

ETHICS RESOURCE OFFICER

# Children's Fund Update



Rebecca Stafford

In spite of the challenges, we have achieved a number of significant goals this year. Through our fundraising activity, grants, cash, and in-kind goods and services, we raised a staggering \$2,655,518 for the at-risk children in our communities! This was an amazing accomplishment and could not have been done without a dynamic and committed staff, generous donors like you, and the support of so many County departments and agencies. Thank you from the bottom of our hearts!

As the holidays are rapidly approaching, Santa's helpers are already working 'round the clock to solicit, collect, and inventory gifts and toys so that we can once again grant the thousands of wishes this holiday season. A statement made

years ago by one of our board members, Matt Jordan, still resonates through our hearts here at the Fund: "It's no big deal not to get a toy at Christmas, unless you're the child who didn't get one!" This holiday season you can help us grant the wishes of disadvantaged children in San Bernardino County by joining us, in our *15th Annual Celebration of Giving* campaign. We look forward to your continued support.

Last year, in conjunction with the U.S. Marine Corps' *Toys for Tots* program, Children's Fund distributed 56,982 toys and gifts to more than 27,000 children. For this fragile populace of children, you, our generous donors, made their *Christmas Wishes* come true! Due to the popularity of the 'child adoption' portion of last year's campaign, we are expanding that component this year, allowing more donors to select a child and grant that child's specific wish!

There are lots of ways individuals can help make the holidays a joyful reality for thousands of children. You may support this effort through:

- ❁ Granting the wish of a child, or children; or having a wish tree in your business, allowing others the opportunity to give!
- ❁ Making a monetary donation to buy toys; this can even be done in honor, or memory of a loved one!
- ❁ Volunteering to help in the warehouse, or the office. Departments can also 'donate' a willing employee to us for a day. It's a great way to get your department involved in the County and our community.

I would also like to share with you the results of another one of our successes this year, our annual golf tournament. Through celebrating the legacy of one very special man, we at Children's Fund, are supported and empowered in such a magnificent way. That man is the late Gary Anderson. Not only did he live life passionately, but he made on-going provisions for an innocent and specially vulnerable part of our society. That commitment remains close to the heart of his family still today. *The 11th Annual A. Gary Anderson Memorial Golf Classic*, held at Red Hill Country Club on June 9, 2003, raised in excess of \$280,000 for the at-risk children in San Bernardino County! Once again, in spite of a most difficult economy, we raised more in this year's tournament than ever before. The proceeds from this prestigious event will provide emergency services for the children.

In these most challenging of economic times, you, our County family, have empowered Children's Fund, working with the private and business communities, to provide support for the sustenance of these lives. You have helped restore a sense of dignity to this vulnerable populace, providing hope that tomorrows' world will be a better place for them and for all of us.

Thank you, again, for helping us continue to make a difference in the lives of the children in our communities . . . we were privileged to serve in excess of 48,315 of them during the last fiscal year! Remember, together, armed with compassion, commitment, and dedication nothing is impossible. ■

Rebecca L. Stafford  
INTERIM EXECUTIVE DIRECTOR

**Rebecca Stafford**, former Special Events Coordinator, for Children's Fund, now serves as the Interim Executive Director for the organization. She graduated with honors from the University of La Verne with a degree in English Literature. She is currently pursuing her Master's Degree in Communication Studies at California State University, San Bernardino.

Stafford is a member of Sigma Tau Delta, a National English Honors Society; the National Association for Female Executives; and the American Business Women's Association, Inland Empire Charter Chapter. She also served on the Board or Directors of the American Cancer Society (ACS), Sierra Desert Region as Vice President of Cancer Control. While serving with ACS, Stafford was recognized as the Volunteer of the Year.

The proud mother of two, Stafford's son is a Paratrooper with the 101st Airborne, presently stationed in Northern Iraq, and her daughter serves as an Animal Control Officer in Los Angeles County.

With her children now on their own, Stafford finds joy and fulfillment devoting her time and energy to a cause that lies very close to her heart . . . innocent children who become victims of circumstance, through no fault of their own.

She is an active participant in the community for child abuse prevention and advocacy. "Through intentional acts of kindness," Stafford says, "we as humanitarians can not only make change for these children occur, but more importantly, plant in their hearts seeds of hope for a brighter tomorrow."

# Department of Children's Services Update



*Carlos Cervantes*

**H**ello once again, this has been a busy Foster Parent recruitment period for Special Services. Along with our regular six to seven monthly Foster/Adoptive Parent Orientations, two special orientations were held on August 23 and October 4, 2003.

Our special orientations, called **Taking Care of Business Day** or TCOB, gave perspective foster parents the opportunity to "Fast Forward" the licensing process. Interested foster

parent applicants received help with paperwork, were given TB tests, completed fingerprint requirements and were enrolled in future training classes. DCS bilingual staff was on duty providing English to Spanish translation as needed for foster parent applicants.

The five-hour TCOB also included two County licensed foster parents who spoke of the challenges and rewards of being a foster parent. TCOB was a very successful Orientation event!

In addition, the California State Care Providers and the California State Foster Parent Association held their annual

training conference in October. These events were held at Cal Poly Pomona and the Airport Radisson Hotel in Los Angeles. Foster parents from throughout California attended the two conferences; and the training was excellent. DCS managerial, supervisory, and professional staff were in attendance at these conferences in support of our valuable foster parents.

As we go to press, the DCS/Adoption section is currently planning a special Adoptions event. I'll report on this event in the next newsletter.

In closing, let me test your Trivia IQ. What local hospital was once located on the site of the **San Bernardino County Government Center** on 4th and Arrowhead? If your answer is the San Bernardino Community Hospital, you are correct. As a youngster, I was a patient at the "Arrowhead Hospital" during the December holiday season many years ago. The neighborhood has really changed!

On behalf of the Department of Children's Services, have a Healthy, Happy and Safe Holiday Season. See you in 2004. ■

*Carlos Cervantes*

RECRUITER, FOSTER/ADOPTIVE PARENT  
(800) 722-4477

Elisa Arteaga SWII helps perspective foster parents with paperwork on Taking Care of Business Day



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## **FREE TRAINING!!!**

**How would you like to win a FREE one-day class at the Performance Education Resource Centers (PERC)?**

**Each quarter, I will randomly select an employee number and place it somewhere in the newsletter. The number could appear in article. If you identify your employee number, contact me (Monique Thomas). I will send you a certificate good for a free one-day course at PERC.**

# Children's Network Update



Susan Melanson

**O**n September 18, 2003 Children's Network hosted its 17th Annual Conference entitled "Making a Difference for Children-Redesigning the Child Welfare System". Erin Gruwell, two-time Teacher of the Year was the morning keynote speaker. Her story about her 150 *Freedom Writers* was amazing and she is a polished and articulate speaker.

We were thrilled to welcome nearly 800 people to this exciting conference. Attendees enjoyed a fun-filled, informative day that kept them hopping. Our presenters were magnificent and the evaluations speak to the high level of information provided this year! The noontime presentation provided attendees with

a glimpse of the new child welfare redesign system, which will involve a team, family friendly approach. Many in the audience are the stakeholders that can help make this new system a reality.

We are compiling all of the feedback, scheduling our thank you lunch for the many volunteers who helped plan this event, and are now beginning our work for the 18th Annual Conference!

The holidays are upon us and with them come the frantic pace to get everything ready to celebrate the season. It is during those times that we are at risk of missing an important moment: **keeping track of the children!** Children's Network reminds everyone to keep the little ones near you in the stores, parking lots, and other areas posing danger. Also, when you are telling your guests good-bye, please make sure an adult is **HOLDING** any small children so that you will not have a tragic, preventable accident. The "bye-bye syndrome" involves a child behind the vehicle when relatives or friends are leaving. Because the driver cannot see the child, they run the little one over when backing out. **PLEASE** don't let this happen to your precious child!

Also, there are many candles burning during the holidays and all winter long. **Candles are the number 1 reason for fires within the home.** Make sure you do not leave candles unattended and keep them out of reach of children.

By remembering to take caution with our children as we move hurriedly through the holidays, everyone will enjoy family, friends, and neighbors while creating many wonderful memories to recall for years to come. ■

Susan Melanson

ASSISTANT NETWORK OFFICER



Attendees line for Erin Gruwell book signing



Conference attendees in Vendor room



Speaker Erin Gruwell with Renee Bombaci of ARD

# C-IV Update - Model Office



Mary Chase

The C-IV project kicked off Model Office on August 25, 2003. Model Office was a simulated, office environment in which employees previewed C-IV prior to the system going live on September 28, 2004. During the week-long sessions, participants engaged in various group and independent activities: including change discussions, scenario walk-throughs, and training using draft materials. Participants also provided feedback on the C-IV system in the areas of: design, business processes,

staff preparation and training. Based on the business area they support, participants attended one of several Model Office Sessions: CalWORKs/FS Eligibility, Employment Services, Child Care, Medi-Cal, Fiscal, Foster Care and Specialized Units.

Debbie Simpkins and Jessie Burr of the Performance Education and Resource Centers (PERC) lead the Model Office effort. Simpkins described staff response as "extremely positive" and stated,

"The staff's energy focused around wanting to use the system now. Many expressed regret that more of their fellow staff members could not experience Model Office prior to training and promised to go back and share what they had learned."

Overall, staff was excited by C-IV's ability to:

- ✿ Share information across programs, units, and different areas of the case
- ✿ Allow workers, regardless of role, to access the case at the same time
- ✿ Reassign cases easily
- ✿ Calculate the eligibility budget within seconds
- ✿ Run the hierarchical Medi-Cal test
- ✿ Run Food Stamp budgets including pro-ration
- ✿ Generate Notices of Action automatically

Burr summed up the C-IV Model Office experience as "a great opportunity for selected staff to test drive the C-IV system prior to training, and begin to spread the word about C-IV to all staff." ■

*Mary Chase*  
C-IV PROGRAM MANAGER

# Public Health Provides Safety for the Youngest County Residents

The Public Health Department's Traffic S.A.F.E. Program has launched a new service of distributing car beds to local hospitals to assist low-income families with the safe transport of premature or low birth weight infants.

Premature and low birth weight infants who weigh less than 5 lbs require special positioning in car seats because of their small size. In some cases, an alternative child restraint device such as a car bed is needed when the infant's medical condition requires them to lie in a flat (supine or prone) position.

The car bed distribution program provides participating hospitals with up to 25 car beds at no cost to the hospital. The hospital staff receives instruction by a certified child passenger safety instructor on the following:

- ✿ The California buckle up laws,
- ✿ correct use of the Cosco Dream Ride car bed,

- ✿ how to position small infants in conventional infant and convertible size car seats,

- ✿ and installing the car bed and car seats in the vehicle using different types of seat belts.

Information and educational resources are also made available to better educate parents on how to use the car bed and on general car seat safety.

This program takes an innovative approach to educating doctors, and nursing staff by providing hands-on instruction in the hospital setting. Many times it is difficult for medical staff to take time off work to attend a full day of child passenger safety training. By training in the hospital, more medical staff is able to attend and learn how to incorporate child passenger safety education.

In conjunction with the car bed service, Traffic S.A.F.E.'s medical consultant, Dr. Bruce Smith MD, has conducted lunch hour presentations on the pediatrician's roll in preventing childhood injury related

to motor vehicle crashes. Dr. Smith recommends that pediatricians take specific steps to promote child passenger safety within their practice. They can do this by learning the basics of car seat safety. This will enable them to better answer the questions frequently asked by parents regarding the use of car seats. He also recommends that pediatricians have a referral base of community resources to refer parents who need help with learning more about how to properly buckle up children.

With funding from the California Office of Traffic Safety, the Traffic S.A.F.E. program hopes to continue its efforts of educating physicians and health care providers; and encourages these groups to advocate for child passenger safety. Training is available to hospitals and pediatricians and their staff. For more information, call me at 909/387-6282 or email me at [asanchez-lopez@dph.sbcounty.gov](mailto:asanchez-lopez@dph.sbcounty.gov). ■

*Amelia S. Lopez*  
HEALTH EDUCATION SPECIALIST  
CPS TECHNICIAN INSTRUCTOR

# From Clerk III to Social Worker II: Terry Marks Pushes Forward With Her Goal

**T**erry Marks, a Clerk III in the Search Unit of the Department of Children's Services (DCS) has taken the next step in pursuit of her goal to become a social worker. Marks is the first HSS employee accepted into the new Bachelor of Arts in Social Work (BASW) program at California State University, San Bernardino.

"I am excited about the program, but for some reason I'm nervous," said Marks who started the program in September. She transferred to CSUSB after taking courses at San Bernardino Valley College and Crafton Hills College.



Terry Marks

Marks knew that she wanted to continue her education and received the final push after talking with her mentor Jim Hollis, a Child Welfare Services Manager (CWSM) in the Administrative Resources Division (ARD). Hollis encouraged her to check out the BASW Program at CSUSB. She is happy with her decision.

"It's convenient, a new program and I will still be in my element," said Marks who would like to continue working in the Search Unit after she completes the BASW Program. She hopes to eventually become a Social Worker II; a position which could be an asset in the unit and help free up the case managers' time to deal with other aspects of their case.

"I like what I do. I got my foot in the door and I'm aware of how it (the process) works, Marks said. "If I don't get to stay here there's still a lot of things a social worker can do."

This realization was confirmed in her *Introduction to Social Work* course taken last spring. Marks listened to guest speakers with experience in different areas of the social work profession.

Marks said she prepared for a heavier school load by getting better organized at home and assigning tasks to her children.

She is taking two social work courses and a psychology course. She looks forward to gaining insight and skills on how to evaluate and assess situations then respond appropriately, taking the law and ethical standards into consideration.

Although Marks is aware that she has a challenging two years ahead of her, she encourages others to also pursue this next step. "The program states clearly what courses are needed, the people over there are excited about the program and eager to help get students on the right track."

The BASW is a full-time, two-year program\* that began in September 2003. Courses are offered between 4:00 PM and 8:00 PM to accommodate working adults.

For more information on the Bachelor of Arts in Social Work, call the Department of Social Work at 909/880-5000 extension 3838. ■

*\*NOTE: The two-year duration for the BASW program is based on students who have completed general electives. For those entering CSUSB with no prior college credits or limited college credits, the program will take longer than two years. For more information, contact the Department of Social Work.*



# Celebrating Seniors 2003

**O**n Thursday, September 18, 2003, the Department of Aging and Adult Services (DAAS), in collaboration with various county departments and community-based organizations, honored over 1,400 seniors from every region within the county. The celebration was held at the National Orange Show in San Bernardino.

The seniors were treated to a continental breakfast; and the Senior and Disabled Fund of San Bernardino County provided a hot lunch. Entertainment included a magician, a poet, a D.J. and the Perris Hill Line Dancers.

Over 100 Vendors provided seniors with information and freebies. Attendees received donated items from Blue Stuff of Oklahoma, Frito Lay, Inland Center Mall, the Long-Term Care Planning Council, Neutrogena, Quakes Baseball Team and San Manuel Indian Casino. The San Bernardino County Fire Department contributed free smoke alarms. Rotary District 5330 supplied volunteers and decorations for the day. Rolling Start, Inc. provided a sign language interpreter.



Perhaps the highlight of the day was the morning town hall meeting with local politicians. The panelist included State Senator James Brulte, State Senator Nell Soto, Board of Supervisors Chairman Dennis Hansberger, Supervisor Fred Aguiar, Mayor William Alexander of Rancho Cucamonga, Mayor Richard Riddell of Yucaipa, and Mayor Lee Ann Garcia of Grand Terrace. Senator Nell Soto made a special presentation of a proclamation officially declaring September 18, 2003 as Celebrating Seniors Day.

In the afternoon, a panel discussion was held with representatives from Arrowhead Regional Medical Center (ARMC), California State University San Bernardino, Health Insurance Counseling Advocacy Program, and Inland County Legal Services. The discussion was about services for seniors relating to health, insurance, legal problems and education.

The Department of Aging and Adult Services would like to thank everyone who made Celebrating Seniors Day a success. ■

*Glenda Jackson*

DAAS/SENIOR DAY COORDINATOR

# Everyday Employees... Extraordinary Work

Continued on next page



✦ We extend our congratulations to the following dedicated employees ✦

## Service Pins

The following employees received service pins at the Board of Supervisors meeting held on August 5, 2003. Each employee has served the County for 20 years or more.

## 35 Years of Service



From left to right: Bruce Clapper, DAAS; Judy Robinson, DCS; Gerry Brassfield, ASD

## 25 Years of Service



Martha Arredondo, DCS



From left to right: Nancy Cortez, PID; Elva Asvar, DCS; Diane Akers-Algoe, DCS

### Not Pictured:

35 years: Nickolet Carty, DCS;

25 years: Kathleen Broyde, HSS; Christine Acunzo, TAD; Debora Gutierrez, TAD

20 years: Deborah Hobbs, DAAS; Pete Pequeno, DAAS



From left to right: Edith Barman, CSS; Ofelia Trujillo, DCS

### Correction

Correction from September's issue: The following photo was published under the 20 years of Service heading. These employees have been with the County for 25 years.



From left to right: Gail Seekins, Public Health; Betty Cowley, DCS; Linda King, Auditing; Terry Soriano, Public Health.

# Strive for excellence

# Everyday Employees... Extraordinary Work

## Public Service Recognition

**T**his quarter, the Connection highlights two HSS employees who go above and beyond to improve the lives of children.



Laraine Anderson,  
*Department of Children's  
Services*

Co-workers describe Laraine Anderson as "a superior individual with a wonderful sense of humor and a can do attitude." As an Administrative Clerk II with the Department of Children's Services, each of these qualities is a benefit. Anderson is responsible for coordinating the clerical workflow for two Children Services regions. She has

the unique ability to create an environment where teamwork is enhanced at all levels of the department.

In her position, Anderson is both a leader and a problem-solver. She has a talent for looking at complex problems from a practical perspective. She focuses on solutions that will support the department rather than her specific workgroup. She always maintains high standards of performance and quality in fulfilling the mission of the department. She frequently volunteers for additional assignments and participates on several committees. Anderson is personable. She has a knack for making others feel comfortable; and is willing to share her expertise and time with co-workers throughout the department.

Despite her accomplishments, Anderson remains humble. When commenting on her award, she said, "You would think that an

award of this type would be presented to a social worker, I was very honored to be selected." She hopes that her award will inspire other members of support staff to realize that their work is important and can be rewarded.

Marina Espinosa,  
*Department of Child  
Support Services*

As supervisor of the Department of Child Support Service's Ombudsperson Team, Marina Espinosa is even more "in the middle" than most Child Support employees. Her team is charged with addressing and resolving complaints.



Espinosa's position places her in the forefront of the department's efforts to provide quality customer service. Co-workers say that she is excellent at her job. She is "enthusiastic, knowledgeable about the child support program and willing to go above and beyond to obtain resolution to customer issues." Espinosa successfully motivates her team and understanding the stressful position in which they are often placed, she regularly arranges team activities to help them maintain their positive attitudes.

Espinosa's dedication extends to community involvement as well. In November 2003, she participated in a 3-Day Walk to support Breast Cancer research.

"The walk was inspirational and moving," Espinosa said. "I was glad I could be a part of it." ■

# Happy



# Holidays

# HSS Disaster Relief Efforts

Continued on next page



**I**n response to the devastating wildfires of late October 2003, HSS staff came together to provide aid to San Bernardino County fire victims. Staff collected over \$4000 in cash and gift certificates, plus additional donations of household items.

The following is a comprehensive summary of Human Services System relief efforts. Photos were taken at the Fire Emergency Local Assistance Center (FELAC) at the San Bernardino International Airport.

## Administration

- ❁ Carol Anselmi issued a memo and posted a link on the HSS Intranet home page calling on employees to assist those affected by the fires.
- ❁ Set up donation center at HSS Administrative Office on Lena Road.

## Aging & Adult Services

- ❁ Spent over 250 hours and assisted over 300 people in completing necessary paperwork and coordinating referrals to other County departments and community organizations.
- ❁ Assisted with the completion of Home Energy Assistance Program applications. Gas and food vouchers totaling \$2,075 were issued to persons eligible for the Family Caregiver Support Program (FCSP).

## Behavioral Health

- ❁ Provided a full array of behavioral health services including: in-the-field 5150 assessments, assisting evacuees in obtaining medications, crisis interventions, and individual and group counseling sessions.
- ❁ Accompanied victims to briefings, meetings, and tours of neighborhoods; crisis responder debriefings and outreach to affected communities and neighborhoods.
- ❁ Out-stationed clinical and support staff L0757 in all San Bernardino County Red Cross Shelters

- ❁ Staffed 10 different shelter locations, including the FELAC. Staff was available from 7:00 am to 10:00 pm 7 days a week.
- ❁ To date, over 200 DBH staff volunteered to work as disaster responders.

## Child Support Services

- ❁ The DCSS Technical Services Unit refurbished ten surplus personal computers and loaded games donated by Wal-Mart. The computers were set up at the San Bernardino Airport shelter for use by young people staying there.
- ❁ The department also had staff on hand at the shelter to answer questions about child support cases and took action to redirect child support checks for those people who did not have access to their regular mail delivery location

## Children's Services

### Valley Areas:

- ❁ Contacted caretakers and children in fire affected areas to assess their need for assistance. Staff created a report on CD-ROM, which identified the location of children under DCS supervision. This report was used to locate and contract caretakers; and is updated weekly.

### Desert Area:

- ❁ Worked over 135 hours at the Red Cross operated shelter in Hesperia providing counseling, encouragement and support, information and referral services.
- ❁ Provided Halloween candy to kids in foster care placement in the desert and redistributed the candy to children at the shelter to help make Halloween a little more normal for them.

## Preschool Services Department

- ❁ Set up a "Drop In" child area for families at the Evacuation Center (FELAC) who were completing paperwork with FEMA. PSD also set up a temporary childcare center with age appropriate activities for children ages 3-15.

- ❁ Various organizations donated children's blankets, toys and books. As each child left the childcare area, they were asked to pick out a teddy bear and book to take with them.
- ❁ The average daily number of children under PSD care was 200 during the first week. That number has been declining daily. Staff implemented a special identification system for safety. The system ensured that childcare staff could identify the parents when they came to pick up their children.
- ❁ PSD will continue to provide these services as long as they are needed.

## Public Health

- ❁ Coordinated emergency medical response services within the County, activating 17 strike teams totaling 85 ambulances, three mobile command vehicles and a mobile treatment unit.
- ❁ Efforts included the evacuation of two acute care hospitals, several skilled and long term nursing facilities, as well as home-bound individuals living in the affected areas. Ambulance transportation was provided for residents of the Norton and Orange Show centers. Sixteen injured firefighters were transported to medical facilities.
- ❁ Provided 24/7 nursing services at the Norton and Orange Show evacuation shelters.



# HSS Disaster Relief Efforts

✿ These efforts were in collaboration with American Red Cross, Loma Linda Hospital and Arrowhead Regional Medical Center. Approximately 3300 health episodes occurred at the shelters that required providing first aid, obtaining needed medical equipment, assisting with prescription medications, and referral for higher level of care.

✿ Public health nurses were responsible for the “medically fragile” evacuees, i.e., persons with special health care needs abruptly displaced from their homes. In addition, the public health nursing staff monitored health complaints for any signs of potential disease “outbreaks” and educated center staff and residents on proper hygiene methods. Increases in some conditions were investigated, disease control measures implemented, and significant outbreaks prevented.

✿ Health education staff created and distributed press releases and posted the information on the both the Public Health and County’s websites to facilitate public access. The site included advisories from the County Health Officer and State Health Director, recommendations for special populations such as those with chronic diseases, tips on food and water safety, and a variety of additional resources on environmental and personal health concerns.

✿ Since the FELAC opened, staff rotated coverage for the Public Health desk, providing health information on topics such as prescription refills, personal health concerns, disposal of wastes/toxic materials, home air filters, animal care, cleaning smoke damage, swimming pool clean-up, and assisting persons who lost birth and/or death certificates in the fires.

✿ The Public Health Programs Administrator and County Health Officer routinely visited the EOC and coordinated decision making there, such as authorizing paramedics and EMT’s from other jurisdictions to function in this county during the emergency period.

They also visited the evacuation shelters on a daily basis to assist with medical services and to oversee public health issues of the evacuated population.

✿ Environmental Health staff visited the evacuation centers on a daily basis to ensure that proper food preparation and handling measures were in place. Staff developed and distributed public information materials such as “boil-water” and dead rodent advisories, and coordinated the set-up and distribution of spoiled food disposal information. Plastic bags were distributed and waste bins were obtained for use by returning residents. Staff assessed burned areas prior to public access for water and sewage availability and safety. Porta-potties for fire victims and clean-up crews were arranged. Swimming pools of burned homes in the San Bernardino area were inspected and treated for mosquitoes.

✿ Animal Care and Control (ACC) staff worked around the clock to evacuate approximately 1,650 pets and large animals as a result of the fires, often on the heels of the firefighters. Rescued animals ranged from dogs, cats, birds, fish, and rabbits, to horses, emus, and llamas. Some exotic animals included reptiles, raptors, mice, crabs, a chinchilla, and a tarantula. Two bison were relocated to safe ground from the Moonridge Zoo in Big Bear. Over seventeen animal evacuation shelters were operated for those animals rescued from the fires. Animals were housed in all County operated animal shelters, a makeshift shelter at San Bernardino International Airport, County Regional Parks, local City Animal Shelters, various parks and centers, and the County Fair Grounds.

✿ ACC staff and equipment from surrounding counties were loaned to the County to assist in our efforts. Several volunteer groups were also on hand, including the Humane Society of San Bernardino, the Humane Society of the United States, and the Emergency Animal Rescue Service team.

Additionally, ACC maintained extended hours for the customer hotline in order to provide a quick response for emergency services.

## **Transitional Assistance Department**

✿ Sent staff to the various evacuation locations throughout the county. Staff explained TAD services and took applications for services.

✿ Manned a booth at the Fire Emergency Local Assistance Center (FELAC) to provide transitional and emergency services to eligible fire victims.

✿ Fire victims were able to apply for the full array of services offered by TAD, which include, cash aid, homeless assistance and Medi-Cal. Because San Bernardino County was deemed a disaster area, the federal government approved this county to issue Food Stamps under the Disaster Food Stamp Program (DFSP). This program waives many of the Food Stamp requirements to citizens within the affected zip codes on a temporary basis.

✿ As of November 8, approximately 800 DFSP applications had been taken by TAD. Nearly 75% of the applicants were deemed eligible and benefited from this disaster program.



# Protecting Your Pets

**I**n California, we are accustomed to planning for disasters such as earthquakes, fires and floods although we hope none of these will happen to us. If you are a pet owner, make sure that you have included your pets in your emergency preparations. Of course, different disasters will require different responses, but in any case, you may have to evacuate your home. **The San Bernardino County Animal Care & Control Program** offers pet owners the following tips for keeping their pets safe during an emergency situation.

- ❁ **If you must leave, the most important thing you can do to protect your pets is to take them with you.** Leaving pets behind, even if you try to create a safe place for them, is likely to result in them being injured, lost or worse.
- ❁ **Plan where you will take your pet during an emergency.** Keep in mind that Red Cross disaster shelters are not allowed to accept pets because of health and safety regulations. Contact hotels and motels outside of your immediate area to find out about their policies on accepting pets. Ask friends and relatives if they would be able to provide shelter for your pets during a disaster. Prepare a list of boarding facilities and veterinarians who could provide temporary shelter for your pets. Do not rely on animal shelters to provide emergency shelter for your pets because many of them are already overcrowded.
- ❁ **Assemble a pet supply kit that includes your pet's essential items and information including:** medications, medical records, leashes and carriers for safe transportation, current photographs of your pets in case they get lost, food, potable water, bowls, cat litter/pan, can opener, pet beds, toys,

feeding schedules, and the name and phone number of your veterinarian.

- ❁ **Be sure that your pet always wears a collar with up-to-date identification.** Microchips and tattoos are also a good idea, since collars can come off. Also consider placing a pet alert sticker on an outside window to alert emergency workers to the presence of pets in your home, just in case you are not there when disaster strikes.

Also the holiday season is almost upon us. The San Bernardino County Animal Care and Control Program would like to offer pet owners the following tips to help keep their pets safe during the season.

- ❁ **If you plan on having a Christmas tree in your home, here are a few things to remember:** avoid using tinsel because your pet may think it's a toy to play with and accidentally swallow and choke on the tiny strings; keep edible foods and gifts away from your tree so that your pet will not be tempted to investigate them; hang small and breakable ornaments out of your pet's reach; refrain from using chemicals in your tree's water, which can be harmful to your pets; do not allow your pet to drink the tree's water which can quickly become dirty and filled with pine needles.
- ❁ **Electric window displays and lights** are very inviting, not only to you and your neighborhood, but to your curious pets as well. Make sure that all of your electrical connections and outlets are secured and concealed. Tape electrical cords to the walls or floors to ensure that your pet will not chew on them.
- ❁ **Holiday plants, such as poinsettias, amaryllis, mistletoe, and holly** may add beauty to your home, but they are very poisonous to your pets.

- ❁ **Before your family celebrations, make sure that your pets have a safe, quiet area where they can rest.** It is best to keep your pet locked up safely in a bedroom where they can escape from all the noise and festivities.

- ❁ **After you have had your fill of holiday turkey, ham, chicken, and/or roast beef make sure you throw those bones away - do not give them to your pet!** Bones can splinter easily and cause damage to your pet's throat and intestines. Bones can also become lodged in your pet's throat, which may result in your pet not being able to breathe.

- ❁ **Avoid feeding your pet chocolate, candy, and cookies, which can be toxic to their health.** If you want to give your pet a special treat add water or broth to their dry food or mix in some canned food. Avoid feeding your pet high-fat foods, such as gravy and dressing, which can cause serious stomach upsets. Make sure that your guests know not to feed your pet as well.

- ❁ **After your gifts are opened, quickly dispose of all plastic wrappings, ribbons, and bows that can be easily swallowed by curious pets.**

- ❁ **Perhaps most importantly, PLEASE make sure that your pets have proper identification (ID tags, microchips, tattoo, etc.) on at all times** because if your pet were to become lost, you would have a much greater chance of finding them.

If you have questions or would like more information about disaster preparedness for your pets, please contact the San Bernardino County Animal Care & Control Program toll free at 1-800-472-5609. ■

*Jennifer Pennell, MPH, CHES*  
HEALTH EDUCATION SPECIALIST II

# ITSD's New Knowledge Tools are a Success

**I** **ITSD** is proud to introduce our newest developments, **KD** and **F.I.S.H.**! Designed in response to the needs of TAD users, **KD** and **F.I.S.H.** offer methods of finding information quickly and easily.

**KD** (Knowledge Database) is a knowledge-sharing application that enables users to obtain answers to frequently asked questions (FAQ's). The idea behind **KD** came from the STARS Project Team as a way to improve communication between TAD staff and the Program Development Division (PDD). **KD** is an automated communications tool.

- ❄ TAD employees submit questions online to the program experts at PDD.
- ❄ PDD researches the questions and posts the answers in the **KD** database.
- ❄ Using the database, anyone can look up the questions and answers with just a few keystrokes. TAD and PDD administrators manage the

information posted; therefore, the information remains current and accurate.

- ❄ The **KD** knowledge database can be accessed through TAD's website (<http://hssnet/tad>) or at <http://hssnet/kd>.

**F.I.S.H.** (Find Information Searching Handbooks) is a powerful search engine that allows users to search multiple TAD online handbooks simultaneously.

- ❄ Users enter a keyword(s), and **F.I.S.H.** provides an annotated summary of the search results and creates a link to the handbook page.
- ❄ This system allows users to quickly find and apply the critical information they need from the handbooks.
- ❄ You can go "F.I.S.H.ing" by going to **Handbooks Online** on the HSS intranet or <http://ssgweb3/fish>.

Both applications are the result of the collaborative efforts of the STARS Project Team; and Debbie Muscatelli, Yongjun Du, and Thomas Clark of ITSD.

**KD** and **F.I.S.H.** are a success with our customers. With these tools, TAD staff can locate information quicker and easier than ever before. **Laura Olson**, an Eligibility Worker II, says, "I just tried using this new system and it is **TERRIFIC!** I know it will really help 'cut through' all the various stuff in the handbooks!" Another satisfied customer says "Thank you. . . you made me believe that even though I am fairly 'computer lame', I CAN DO THIS!"

**KD** and **F.I.S.H.** are examples of the direction that ITSD is taking with our programming efforts. Both applications are portable, and can be customized for use in other HSS departments. If your department has a business need, ITSD is available to help. Our team of experts can provide custom business and technology solutions to improve your workflow processes. For more information, visit the ITSD website or contact us at 386-3765. ■

*Wendy Mapes*  
ITSD



## Season's Greetings

# PSD Opens New Crestline Site

**O**n Thursday October 16, 2003, Crestline Head Start opened with front-page flair! Crestline Head Start had its first Parent Night and received a front-page color picture of the event in the local newspaper.

The newspaper photo featured **Margaret Stuart**, the Site Supervisor, with children playing with balloons. This event was a great success. Almost all the parents attended and enjoyed pizza and salad from Crestline's Round Table Pizza Restaurant. The Boys and Girls Club joined in and provided a table filled with resource information available.

Head Start is a free, comprehensive child development program available to low-income families, families receiving CalWorks, TANF and children with special needs.

Crestline Head Start has full day sessions from 7:00 AM to 5:00 PM, morning sessions from 8:00 AM to 11:30 AM, and

afternoon sessions from 12:30 PM to 4:00 PM. Meals are served in all of the sessions. Individualized services are provided for children and families.

Crestline Head Start is located at 22836 Fir Lane (on the east side of Enchantment Elementary School campus) and the phone number is 909-338-1470. The campus is surrounded by a picturesque view of pine trees and a large grass ball field

Crestline Head Start has not yet reached full enrollment. However, it is growing quickly thanks to an excellent reputation and small town word of mouth advertising. Crestline's site clerk, **Stephanie Toral**, says she has received several calls inquiring when more Head Start programs will expand to other parts of the mountain such as Rim Forest and Running Springs.

Many play a vital role in the success of this new site. The children love to play and learn with their teachers **Jennifer Bernal** and **Cindy Chisum**. Let's not

forget favorite teacher aide **Wendy Solberg**. **Glenda Harvey**, the site's Generalist, held a very successful first Parent Policy Council election with about half of the enrolled student's parents in attendance. Head Start Eligibility Worker **Cheryl Brooks** is a great help with all the work to be done setting up a new site.

Valley of Enchantment Elementary School Principal, **Dr. Terry Stanfill**, shows his enthusiasm and support of the new Head Start preschool program by visiting the school often and making himself available for any issues needing his assistance.

The community of Crestline and surrounding areas are excited about the Head Start program opening. Many of the residents say that the preschool program is long overdue and a welcomed addition to the mountain. Crestline Head Start is truly an example of a partnership that works in the community's best interests. ■

**Ron Griffin**  
DEPUTY DIRECTOR

## Communicating Tips and Techniques

### Public Speaking

At some point in your career, you will probably have to make a speech or give a presentation. It could be anything from presenting a topic at a staff meeting to facilitating a training session. If the idea of speaking in front of groups makes you nervous, you are not alone. Fear of public speaking ranks high on many people's lists of fears and phobia. The bullets below offer a few tips to help you face your fears and set the butterflies free.

- ❖ **Know your audience, and prepare your presentation accordingly.** Audiences have different needs. Make sure that your material reflects the needs of your audience.
- ❖ **Arrive early and walk around the room before anyone arrives.** Own the room. Become familiar with it, like a baseball pitcher would the mound.
- ❖ **Greet the audience members as they come in.** Shake their hands. Establish rapport.

- ❖ **Before presentation, do some relaxation exercises in an unseen area.** Bend from the waist and let your hands and arms drop to the ground, take deep breaths, and relax your muscles.
- ❖ **Concentrate on your success.**
- ❖ **Picture how you want the audience to react immediately after the presentation.**
- ❖ **Begin with a story or anecdote that ties into the presentation.** Something that will require you to move around, make gestures or vary the tone of your voice. This will serve as an energy release.
- ❖ **Proper planning is the professional speaker's key to success.** Prepare yourself for every potential negative that may arise, and recognize that a little nervousness beforehand is absolutely normal. ■

*-Adapted from the Padgett-Thompson web site.*

# The Redesign: Child Welfare Takes Bold Step to Strengthen Children and Families

**I**magine every child living in a safe, stable, permanent home, nurtured by healthy families and strong communities. This is the Vision of the Child Welfare Redesign.

The Redesign is the State of California's blue print for a new Child Welfare System. It is outcome-driven and utilizes community partnerships as means to achieve goals.

"The Redesign is a family-centered approach to child welfare," DCS director Cathy Cimbalo said. "We will look at removing children as a last resort, rather than the first." Cimbalo said.

Initiated by Governor Gray Davis in 2000 the Redesign began with the establishment of the Child Welfare Services Stakeholders Group. This group consisted of 60 individuals representing all areas of public and private



child welfare including, front line social workers, former foster children, kinship caregivers, judges and researchers.

Many HSS stakeholders were introduced to the Redesign at the Children's Network conference held in September of this year. "This is the preview of the final product of a three-year effort by statewide stakeholders." Cathy Cimbalo said to the audience.

Following a lunch-time address presenting the plan, conference attendees were invited to take part in a session to specifically address the Redesign. They had an opportunity to listen to a panel discussion lead by Cathy Cimbalo, Kathy Watkins and Kent Paxton. Afterwards, session attendees participated in a



brainstorming focused on topics such as Outcomes, Accountability, and Funding.

Although it represents a definite shift in the way by which child welfare is handled, not all ideas of

the Redesign are new. It draws upon some of the best practices throughout the state, yet proactively examines what can be done to improve child welfare.

According to Assistant County Administrator, Carol Anselmi, HSS is well on its way to successfully implementing ideas of the Redesign. "The language of the HSS Mission Statement promotes collaboration, community and family." Anselmi said. She continued with, "Under the current system, child welfare has been the primary responsibility of Child Protective Services. This will give us a chance to be creative." ■

The table below compares the current Child Welfare system to the Redesign.

Traditional System	Under the Redesign
✿ Based on intervention, which is often seen as punitive and adversarial	✿ Based on early intervention before problems occur
✿ Measures effectiveness as a reflection of compliance with process-orientated service plans	✿ Measures effectiveness in terms of children's safety and well-being
✿ Does not systematically incorporate evidence-based practices	✿ Creates a process for infusing evidence-based practices into work with children and families
✿ Focuses on processes and timeframes	✿ Focuses on results and meeting the needs of the family as a whole
✿ Establishes the Child Welfare agency as the single entity in charge	✿ Calls on a network of agencies service providers and families within the community
✿ Provides limited support for foster children transitioning out of the system	✿ Adds supports for young people as they leave foster care
✿ Restricted to funding mechanisms that are tied to specific strategies	✿ Allows flexible funding based on what is necessary for children and families' well-being

For more information, go to the California Department of Social Services at <http://www.dss.cahwnet.gov/cdssweb/>

# San Bernardino County **Employee** of the week

PRESENTED BY



**ARROWHEAD**  
CREDIT UNION

and **THE SUN**

**November 9 - 15, 2003**



**Karen Scott**

Supervisor I  
Quality Review  
Program Integrity  
Division  
County of  
San Bernardino

## **A Mentor and Friend to Co-workers**

Karen Scott has worked for the Program Integrity Division for more than 20 years. In that time, she has been not only an outstanding supervisor but an exceptional co-worker as well.

As a Quality Review Supervisor I, Karen is responsible for making sure that CalWORKs and Food Stamp cases are reviewed according to state and federal guidelines. Karen goes above and beyond to make sure that each person in her unit is comfortable with his or her job. To prepare staff for a new computer system, she created a Jeopardy-like competition. The game was a fun way to familiarize staff with the new terminology.

Karen provides each employee with positive feedback and valuable insight. She maintains an open-door policy for both work-related discussions and personal issues. After an employee lost her home in the recent San Bernardino County wildfires, Karen and other staff members collected money and household items for the employee and her family.

Karen conducts herself in a professional manner and is an exceptional role model for any person who truly wishes to excel within the county. She is a great example of a career well done.

**November 16 - 22, 2003**

## **A Goal-Oriented Public Servant**

Helen is originally from Hong Kong and has made Southern California her home for more than 27 years. Helen's early work experiences included the position of Chief Appraiser (Home Savings) and Fee Appraiser (various mortgage companies). Helen started with San Bernardino County in January 1992 as an eligibility worker. She came to the Assessor's office in 2000 as an Appraiser Technician and was promoted to Appraiser I in 2001. In addition to Helen's regular duties, she serves as the president of the Equal Employment Opportunity Committee for the Assessor's office and as the editor for the Focus newsletter.

Some describe her as a "workaholic" (she admits to being very ambitious and being driven to perfection). When asked about her work ethic, her reply is "I give 200% to everything I do, I love challenges, and I try to promote teamwork. ... I love to help others and I enjoy listening and learning from others, too". Her coworkers admire and appreciate her dedication, kindness and thoughtfulness.

Helen's personal life is centered on her three children and her parents. She is very proud of their individual accomplishments and goals. Dabry, her oldest son, is currently attending West Point and will graduate in May 2004. Nydia, her only daughter, earned a four-year scholarship and is attending Fordham University in New York. She, too, will graduate in May 2004. Additionally, Nydia completed an internship with NBC's Dateline last year and will be working with Dan Rather at CBS this year. Helen's youngest son, Darius, is a junior at Chino Hills High School. She is "encouraging" him to retain his A/B grades so he might attend his dream school, the Naval Academy.

Amazingly, Helen has found the time to return to school at the University of Redlands where she will complete a BS degree first started many years ago at Pepperdine University.



**Helen  
Streets**

Appraiser I  
Assessors Office  
County of  
San Bernardino

# PERC Training Calendar

Continued on next page 

504 N. Mt. View, San Bernardino, CA  
17270 Bear Valley Road, Victorville, CA  
**The Performance, Education and Resource Centers**



## Registration Process

Effective immediately, the identifier you will use to access Call Registrar and enroll in a class has been changed. You will now use your birth date and the last four (4) digits of your employee number and, as before, the first three letters of your last name.

1. You will be asked to enter your birth date and the last four (4) numbers of your employee number, followed by the # key.
2. For further identification, you will be asked to enter the first three letters of your last name followed by the # key.
3. Example:

If your birth date is January 1, 1975, your Employee number is A0000, and your last name is Smith, when asked, you will enter:

1. 0101750000#.
2. And then, when asked, you will enter smi#.

If you have any questions, please call the Performance, Education and Resource Center at (909) 388-4250 or 388-4361.

## Schedule of Classes July — December 2003

### General Development Classes

Service is An Attitude	7/10 OR 11/6	14572 14607	\$100 \$100	8:30-4:30 8:30-3:30
Documentation & File Building	7/14	14560	\$100	8:30-4:30
Managing Your Emotions	7/16 OR 9/10	14573 14613	\$100 \$100	8:30-4:30 8:30-4:30
Professional Impressions by Phone ½ day	7/24 OR 11/20	14574 14611	\$50 \$50	8:30-12:30 8:30-12:30
Success in the People Zone	7/24 OR 11/19	14575 14610	\$100 \$100	8:30-4:30 8:30-3:30
Writing for Results 2-days	7/24 AND 7/31	14565	\$175	8:30-4:30
Coping With Difficult People	7/31 OR 10/23	14576 14602	\$85 \$85	8:30-3:00 8:30-3:00
Technical Writing PoWWer	8/5	14561	\$85	8:30-3:30
Coping w/Unexpected Change in the Workplace	8/11	14555	\$100	8:30-4:30
Take Charge, Turn Stress into Success	8/11	14563	\$100	8:30-4:30
How to Build Self-Esteem and Personal Power 2-days	8/12-13	14564	\$175	8:30-4:30
Creating Your Career	8/14 OR 11/6	14583 14608	\$100 \$100	8:30-4:30 8:30-3:30
Test Taking Skills @ Victorville facility	9/9	14584	\$50	8:30-12:30
Serving a Diverse Community ½ Day	9/10	14585	\$50	8:30-12:30
Time Management	9/16	14594	\$50	8:30-12:30
Making the Most of Change	9/18	14612	\$100	8:30-4:30
Proofamatics 4 days, ½ day each	9/22-25	14569	\$100	8:30-11:00
So, You Think You Want to be a Supervisor	9/23	14595	\$100	8:30-4:30
Problem Solving	9/25	14556	\$100	8:30-4:30
Sharpening Your English Skills 2-days	10/9 AND 10/16	14567	\$175	8:30-4:30
Memory Magic	10/28	14562	\$85	8:30-3:30

# PERC Training Calendar

Building a Better You Through EQ	10/30	14603	\$100	8:30-3:30
Test Taking Skills	11/5	14605	\$50	8:30-12:30
Conflict Resolution	11/18	14609	\$100	8:30-3:30
<b>Supervision/Management</b>				
Fundamentals of Supervision 5 days	8/7,14,21,28 & 9/4 OR 10/7,14,21,28, & 11/4	14577 14597	\$300 \$300	8:30-4:30 8:30-4:30
The Realities of Harassment & Discrimination	8/28 OR 10/23	14486 14487	\$75 \$75	8:30-4:30 8:30-4:30
Leadership Development Program 8 workshops	9/11,18,25 10/2,9,16,23, 11/13	14586	\$475	8:30-4:30
Don't Walk Over & Around the Big White Elephant ½ day	9/30	14596	\$50	8:30-12:30
Hiring for Maximum Impact ½ day	10/7	14604	\$50	8:30-12:30
<b>Computer Classes</b> (Computer classes will be presented at 504 N. Mt. View Ave., San Bernardino, CA unless otherwise noted)				
<b>Track 1 Classes presented by ExecuTrain</b>				
Excel 2000 Introduction	7/17 OR 10/8	14525 14526	\$120 \$120	8:30-4:30 8:30-4:30
Access 2000 Introduction 2-days	7/22-23	14527	\$175	8:30-4:30
Word 2000 Introduction	8/4	14528	\$120	8:30-4:30
Access 2000 Intermediate 2-days	9/10-11	14529	\$175	8:30-4:30
Excel 2000 Intermediate 2-days	9/24-25 OR 11/17-18	14530 14535	\$175 \$175	8:30-4:30 8:30-4:30
Access 2000 Advanced 2-days	10/20-21	14531	\$175	8:30-4:30
Word 2000 Intermediate 2-days @ Victorville facility	10/27-28	14532	\$175	8:30-4:30
Word 2000 Intermediate 2-days	10/29-30	14533	\$175	8:30-4:30
Outlook 2000 Introduction	11/3	14534	\$120	8:30-4:30
<b>Track 2 Classes presented by Gateway</b>				
Access 2000 Introduction	7/29 OR 11/6	14452 14453	\$120 \$120	8:30-4:30 8:30-4:30
Word 2000 Introduction @ Victorville facility	8/14	14454	\$120	8:30-4:30
Access 2000 Intermediate	8/27	14458	\$120	8:30-4:30
Excel 2000 Intermediate	9/4	14459	\$120	8:30-4:30
Publisher 2000	9/16	14460	\$120	8:30-4:30
Outlook 2000 Introduction	9/18	14461	\$120	8:30-4:30
Word 2000 Intermediate @ Victorville facility	9/29	14457	\$120	8:30-4:30
Word 2000 Introduction	10/16	14455	\$120	8:30-4:30
FrontPage 2000 Introduction	10/28	14462	\$120	8:30-4:30
Word 2000 Intermediate	11/4	14456	\$120	8:30-4:30
<b>Track 3 Classes presented by QuickStart</b>				
Word 2000 Introduction	7/9	14536	\$120	8:30-4:30
Outlook 2000 Introduction	8/13	14537	\$120	8:30-4:30
Excel 2000 Introduction 2-days	8/25-26	14538	\$175	8:30-4:30
Word 2000 Intermediate	9/23	14539	\$120	8:30-4:30
Access 2000 Introduction 2-days	9/29-30	14540	\$175	8:30-4:30
Excel 2000 Intermediate	10/6	14541	\$120	8:30-4:30
Access 2000 Intermediate	11/13	14542	\$120	8:30-4:30
<b>Track 4 Classes presented by Soft-Train</b>				
Excel 2000 Introduction @ Victorville facility	7/15	14466	\$120	8:30-4:30
FrontPage 2000 Introduction	7/31	14467	\$120	8:30-4:30
Excel 2000 Introduction	8/5	14468	\$120	8:30-4:30
Access 2000 Introduction @ Victorville facility	8/7	14473	\$120	8:30-4:30
Excel 2000 Intermediate @ Victorville facility	8/19	14469	\$120	8:30-4:30
PowerPoint 2000 Introduction	8/21	14476	\$120	8:30-4:30
Excel 2000 Intermediate	9/22	14471	\$120	8:30-4:30
Access 2000 Intermediate @ Victorville facility	10/2	14474	\$120	8:30-4:30
Excel 2000 Introduction @ Victorville Facility	10/15	14472	\$120	8:30-4:30
Outlook 2000 Introduction	10/22	14477	\$120	8:30-4:30
Project Introduction	10/23	14480	\$120	8:30-4:30
Excel 2000 Intermediate @ Victorville Facility	11/19	14470	\$120	8:30-4:30
PowerPoint Introduction	11/20	14479	\$120	8:30-4:30