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Administrator's Message

Linda Haugan, Assistant County Administrator for Human Services

**There has been a lot going on since our last newsletter.
And for a change, it's not all bad news.**

First, I want to welcome three new departments to the Human Services family. The Public Health Department (PH), the Department of Behavioral Health (DBH) and Arrowhead Regional Medical Center (ARMC) came to Human Services effective September 11, 2009, due to a countywide reorganization. On this date, Norm Kanold, a fellow Assistant County Administrator, retired, requiring the shift of responsibilities. So please join me in welcoming to our agency, Jim Lindley, PH Director; Allan Rawland, DBH Director; Patrick Petre, ARMC Director and all of their staff. This is a great opportunity to enhance all of our services to San Bernardino County citizens.

I'll be the first to admit that I'm not an expert in healthcare. However, I have been working closely with these three department heads for years. We have had mutual projects and numerous MOUs with each other because we all share similar clientele. I believe that our departments share many more similarities than differences, which should make this a very easy transition.

A good example of an on-going partnership between Human Services and the three healthcare departments is the planning that is happening for the first truly integrated medical clinic in the state. This clinic will offer medical, mental health, public health and eligibility services under one roof. I will share more about this exciting project as we get closer to the grand opening date scheduled for summer 2011. I'm sure you can think of many projects and services where you work with staff from these departments. So this transition shouldn't pose that much of a change.

ON THE BUDGET FRONT.....

As I write this article, we are finally getting fiscal letters from the state that specify allocations for our various programs. Whenever the budget is late (and it's always late), it gives us fewer months to react to increases and decreases to our budgets. We have been very conservative in hiring new staff prior to getting allocation letters, because the last thing we want to happen is to hire staff, only to have to let them go. By being conservative, we have been able to mitigate layoffs in the programs that took a big hit.

On a more positive note, in the programs where we saw huge increases in caseloads such as in Transitional Assistance and Child Support, we got more money than anticipated. That's why you are seeing training classes of EWs and Child Support Officers. I'm glad that workers in these departments are finally getting some caseload relief. I know it's been a tough year, and I appreciate all HS staff who have hung in there to do the best job possible for our clients.

As we transition into yet another new year, I hope all of you can hang in there for just a little while more. By expert accounts, the bad economy is supposed to start getting better in the next six months. I hope that is true. But realistically, I believe we will still see many more people in need coming through our doors throughout next year.

As you spend the holidays with your family, think of all of the people you have helped this year get through a tough time. I'm sure they are sitting with their families, grateful that you were there to make their life easier. You do important work. Know that you are appreciated by many, many people.

Have a happy and safe holiday.

Until next time.....



Editor's Corner

Cynthia Malvin
Media Specialist

What great gifts to receive for the holidays! First, we welcome to the Human Services family the departments of Public Health (PH), Behavioral Health (DBH) and Arrowhead Regional Medical Center (ARMC). What a great time to look forward to the partnership opportunities and endless project possibilities that will benefit Human Services and its clientele.

Second, we congratulate the Department of Child Support Services on their recent Outstanding Program Award at the 2009 Child Support Training Conference and Expo for consistently providing quality child support services to its constituency and its community.

DCSS Director Connie Brunn is "very proud to work alongside such dedicated staff."

Great job!

WELCOME



Will Williamson
Operations Manager

DCSS Update

California State Directors Association (CSDA) Customer Service Forum

Child support workers across the state are asking, "Now that the State of California has only one Child Support Enforcement System, how do we move toward a common set of practices in which customers can expect consistency across the state?"

The answer: The California State Directors Association (CSDA) founded the Customer Service Forum in January 2009.

The purpose of the Customer Service Forum is to improve the delivery of service by bringing together customer service leaders from the state and local child support agencies. Leaders are charged to collectively achieve statewide uniformity in administering the program, and ensure that high customer service standards are attained in all aspects of the program.

The goals of the Forum are to identify and prioritize business practice challenges and solutions, share best practices, support statewide customer service training, and develop proactive plans for managing change.

Nearly all fifty-eight counties are represented at monthly meetings in which communication and collaboration are key components in identifying the vast array of business practices utilized throughout the state. A good example of collaboration between state and local leaders is the new statewide driver's license suspension release process. Child support customers can now discuss and potentially negotiate the release of a driver's or business license by visiting any county office. This innovative process change demonstrates the purpose of the Forum by supporting child support professionals in their collective efforts to serve the families of California. The Customer Service Forum provides an energetic and enterprising platform for the discussion and resolution of specific business issues. The result will be more dollars for families.



Rebecca Stafford
Executive Director

Children's Fund Update

As the holidays draw near...

...our focus at Children's Fund is on December and our 21st Annual Celebration of Giving Campaign. Our staff is working hard to ensure that during these difficult economic times the thousands of at-risk children in our county are not forgotten. This year our hope is that we will be able to reach beyond the 22,000 children served during our 2008 campaign.

Children's Fund is also excited to announce that we received another generous donation from the San Manuel Band of Mission Indians to provide holiday gifts to at-risk children in San Bernardino County. San Manuel's \$100,000 donation for our 21st Annual Campaign has ensured that the holidays will be brighter for thousands of children throughout our community. Without support from organizations like San Manuel, the County and First 5 San Bernardino, who also donated \$30,000 toward the campaign, it would not be possible to accomplish our goal and express the love and concern our supporters feel for each at-risk child we serve.

There are many ways which the employees of San Bernardino County can participate in the Celebration of Giving Campaign, including:

- **Monetary Donations.** Children's Fund knows the holidays are a very busy time, and it is often hard to find the time to visit a local toy store. A donation to our campaign will accomplish the same thing! One hundred percent of your donation will be used to purchase gifts for thousands of children across San Bernardino County, and with the many deals that Children's Fund receives from local businesses, we are able to leverage your donation to provide for thousands more!



CHILDREN'S FUND

- **Adopt a Tag.** You also have the option of adopting a single child, or multiple children gift tags. These gifts will go to the children referred to us with the most needs. Most are foster care and group home children who would not receive a holiday gift without help from our generous donors. You can also host a Giving Tree at your office where guests and employees can adopt a tag from your location!
- **Toy Donations.** This generosity involves simply dropping off a toy, or two, at our warehouse by December 14, 2009. Gather your friends and family to collect toys together. Your company's holiday party can be a joint effort to spread holiday cheer to children at-risk.

We here at The Fund pause, reflect, and with grateful hearts say thank you to our County family for all your continued support. Whether through our public-private partnership, through the Combined Giving Campaign commitments, or support of our Celebration of Giving Campaign, you truly are the hands extended to those who need the helping hand of anybody kind enough to offer it! As we close 2009 and embrace the challenges of a new year, I want to thank each of you for your personal commitment and dedication to the "at-risk" children in our communities.

WE WISH YOU A BLESSED AND JOYFUL HOLIDAY SEASON ...

Rebecca and Staff

Children and Family Services Update

A Local Stimulus Plan

We are in the midst of a global economic crisis, and an era of declining revenue for the public child welfare enterprise. Despite this, the department is carrying out innovative activities that expand our services, enhance outcomes for clients, and improve our performance on key state and federal system improvement goals. How is CFS able to achieve these results in the current environment? The answer lies in the dedicated efforts of individuals and small groups of staff, and our growing cadre of community partners who simply will not let current circumstances distract or deter them from the pursuit of excellent service. Exciting things are happening at CFS in the area of permanence for youth.

The "Adoption Finalization" event, held November 17, is the department's most widely recognized activity around permanence. At this event, held annually during National Adoption month, the adoption by a number of families of children in the system are finalized and celebrated in temporary courtrooms. We anticipate upwards of 100 adoptions will be finalized at this year's event, meaning 100 children will now belong to permanent families providing enduring relationships to children in need.

"Independent City" is lesser known...to the general public, anyway... but an equally important annual CFS event to address permanence. "Independent City" was developed to better prepare youth who will soon exit the child welfare system and provides participating youth with a day-long structure of activities most significant to aspects of adulthood...getting a job, finding a place to live, setting up a bank account, paying bills, etc. This year's event was held on November 7, 2009, and was attended by approximately 170 to 200 youth. A new and exciting workshop was added this year for foster parents to learn more about the Independent Living Program and the important role they play in mentoring and supporting youth as they transition into adulthood. We are exploring how this service can be extended in the future to even more of the youth served by the child welfare system.

A third initiative around permanence is the "College IS 4 U" event held recently at the University of Redlands. This special day was designed to introduce youth to the possibilities of a university education. In collaboration with the juvenile court, Children's Network, County Superintendent of Schools and the University of Redlands, a day of tours and workshops helped ignite foster youth interest in attending college. Our youth envisioning themselves in a university setting is key to successful emancipation.

A very significant aspect of permanence is reunification with biological families when situations change, and safety issues over time are resolved. CFS initiated family finding activities with the assistance of our Wraparound providers and the CASA program during the past year. We are also focusing on empowering parents by training our foster parents to be resources for bio parents through techniques such as "ice breakers," mentoring, and Team Decision Making (TDM) involvement.

Also, during the recent Children's Network Conference, CFS staff and community partners, including educational institutions, religious organizations, other County departments, and allied community agencies, conducted 12 workshops. Each workshop focused on how the goal of permanence is enhanced by involving community partners, caregivers and youth.

Our staff and community partners deserve kudos for being the force behind CFS's continuing commitment to excellent service. The earmark of our department has consistently been to seek and implement the most humane and effective ways of serving the county's at-risk children and families. It is good to see such compelling evidence that even during dire economic times this commitment amongst CFS staff has not changed.



Liz Gallegos,
Staff Analyst II

PSD Success Stories, "Connecting Families"

Preschool Services Department

Update

Preschool Services Department (PSD) – our name is deceiving! While PSD does provide preschool classes to over 4,500 children, the personal, educational and vocational support provided to families is equally valuable. Head Start regulations require that programs provide parents with opportunities to acquire vocational skills leading to employment opportunities, particularly in child development programs. PSD has taken that message to heart and is proud of the many successful "PSD Parents" who are inspiring examples of the work we do.

In 1989, Cherie Hudson enrolled her three year old daughter in the Head Start Program. There, she met teacher Leonora Olmos. She remembers, "I was struck by how Leonora carried herself. She was so calm with the kids and was able to get them to focus and learn. She became my idol and mentor."

Cherie was so impressed by Leonora that she started thinking about becoming a teacher herself but didn't have the education that was required. She talked to Leonora about her goal, and Leonora introduced her to her Site Supervisor, Mamie Lewis. Ms. Lewis enrolled Cherie into the Parent Training Program, which provided her with gas to travel to and from school and childcare while she attended classes. Ms. Lewis also became a mentor to Cherie and guided her through enrolling and completing the classes at Chaffey College that she would need to become a teacher.

As soon as she completed the required minimum courses, she applied for all the jobs she qualified for at PSD and became a volunteer in the program. In 1993, she was hired as a teacher and began her career at PSD. She also continued to pursue her education. In 2003, she completed her Bachelor of Arts degree in Human Development. She is especially proud of this accomplishment because neither of her parents had graduated from high school, and she is the only one of her siblings to earn a college degree.

Cherie's favorite part of the job is the social work aspect: helping families and watching them grow. She first heard about Head Start from a neighbor who had enrolled in the program and says, "I never knew it existed, but once I found it, it was amazing. It taught me to grow and also showed me how to be there for my children along the way."

In 2005, Cherie Hudson was promoted to Site Supervisor, and in an interesting turn, she now supervises her mentor Leonora Olmos and Leonora's sister Teresa Briones, who are not only PSD teachers, they are both Head Start graduates. Leonora and Teresa have very early ties to Head Start. Teresa has the distinction of actually being enrolled in the first Head Start Pilot Program in 1965. Their mother, who in 1965 had only a fifth grade education, enrolled her daughter into the pilot program and was promptly encouraged by staff to return to school and complete her education. Shortly thereafter, she became a PSD employee and another of many success stories.

However, the PSD success story does not end there; Cherie's daughter who was enrolled in Head Start in 1989 is now following her mother's educational example and will be completing her Bachelor of Arts degree in Human Development in March 2010.



Front: Leonora Olmos;
Back, Left to Right: Cherie Hudson, Teresa Briones



District Training Mentor Program Kicks Off

Innovative minds at TAD, PERC and PDD molded the creation of a cross-training program implemented as the District Training Mentor Program. In an effort to maximize resources and staff productivity within the Medi-Cal, CalWORKs and Employment Services Programs, applicants interested in becoming subject matter trainers will learn the skills, laws and policies of these programs, enabling them to mentor and train others within their unit or organization.

Eighty-seven applicants applied for one of 18 trainee positions divided among the six regions of the Transitional Assistance Department. An elaborate interview process was implemented to select the applicants who demonstrated most the desire to be a trainer and develop their training skills.

August 27, 2009, marked the kick-off of the District Training Mentor Program held at the San Bernardino Performance, Education & Resource Center. The 18 applicants selected to participate in the program were welcomed by the PERC Staff Training Instructor team; Nancy Swanson, Director of TAD; and Debbi Ming, Supervising Program Specialist with PDD. Each selected applicant will participate in monthly classes on effective training skills, one-on-one mentoring from a PERC trainer, and work directly on district training assignments. The 12-month program will include instruction on the secrets of a trainer, Information Mapping and PowerPoint, public speaking, creativity, and rules and diversity within TAD.

Congratulations to the following District Training Mentor Program applicants on making it into the program!

Aubre Albin	Renee Linares
Tina Avalos	Ariana Michel
Georgina Braley	Lee Anne Reickmuth
Karen Coleman	Brent Steinhoff
Joseph Conway	Bobbi Stevens
Rogelio Encinas	Kim Swan
Eunice Gomez-Flores	Italia Tobin
Joyce Hammon	Connie Villalobos
Helen Lavender	Jacqueline Walker



A Human Services Holiday

(to the tune of 'My Favorite Things')

*Dynamic, effective, and has a strong vision
Of accomplishing goals and HS's main mission,
Good public service and meeting the needs,
These are some things HS staff all believe.*

*When the phone rings, and the line's long
And reports pile high
We remember our mission, the promise to serve,
Our dedication can't be denied*

*Supportive, resourceful, effective and caring,
Making a difference with programs we're sharing
Providing assistance and listening too
Helping our customers, that's what we do*

*Building bridges and encouragement
Hope, trust and belief
These are a few of HS attributes
You all work so hard to achieve!*

*Happy Holidays to all HS employees,
the department that delivers!*

*From the Leaders In Action 5 Team
Cindi Tamez, Mae Harris-Oglesby & Victor Rea*

The following employees received service pins at the Board of Supervisors meeting held September 22, 2009. Each employee has served the County for 20 years or more.

We extend our congratulations to the following employees:

40 Years of Service

Not Shown:
Coylia Jewett, DAAS (retired)



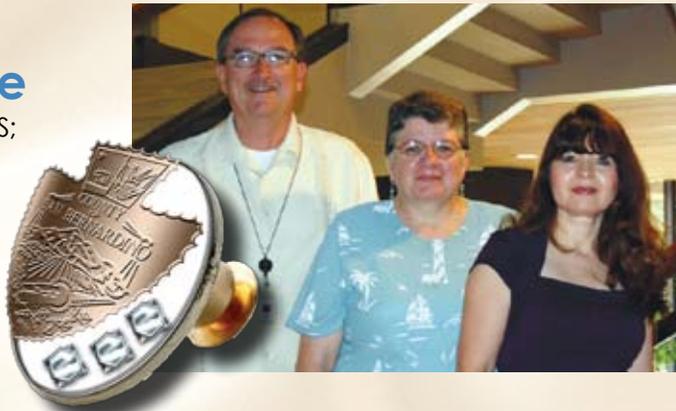
35 Years of Service

Mary Chase,
PDD



30 Years of Service

Tom Berry, DAAS;
Carol Fuqua,
PID (retired);
Judith Morales,
TAD



25 Years of Service

Jacqueline Laws, DCSS;
Michele DuBois, TAD;
Pamela Korman, DCSS

Not Shown: Stefanie Brunn, PID;
Jeanette Harbauer, PID (retired);
Carolyn Sue Julius, TAD (retired)



20 Years of Service



Front Row: Debbie Jimenez, DCSS; Bill Vanderpauwert, CFS

Middle Row: Amy Nelson, CFS; Sandra Simpson, TAD;
Stuart Young, PERC

Back Row: Judy Panzer, TAD; Brenda Garcia, DCSS

Not Shown: Anna Brown, TAD; Donna Creed, CFS;
Lisa Heredia, TAD; Vicki Lupo, TAD (retired);
Monica Munoz-Flejter, CFS; Leann Posey, CFS;
Bonnie Rice, CFS; Patrice Welsh, CFS

Everyday Employees...
Extraordinary Work

NOVEMBER **CAMERON WARD, Fiscal Assistant, DAAS**



Due to reductions in state and federal grant funds, the department is unable to fill positions that have become vacant. One of these vacancies was in the department's Multipurpose Senior Services Program (MSSP). As a result of this vacancy, Cameron was asked to assume MSSP duties in addition to her already full workload, essentially performing the work of two people.

Cameron has managed this increased workload, which included learning entirely new procedures, beyond all department expectations. She continues to assist other programs in DAAS, such as Adult Protective Services (APS), despite her heavy workload.

Throughout, Cameron has always been cheerful with a great attitude, never complained and has maintained the highest standards of accuracy. She recently purchased her first home and moved to the High Desert, still managing her increased workload with a positive attitude. For these reasons, we nominate her as our Employee of the Month.

DECEMBER **Kathy Coats, Supervising Office Specialist, Program Integrity Division**



Kathy has been with the County of San Bernardino for 30 years and a member of PID for twenty five. Her extensive knowledge has helped improve the division's systems and processes, and was proven to be invaluable in the development of C-IV. She has been a major source of input into several different computer and auditing systems issuing benefits for Cash Aid and Food Stamps, and the collection of those benefits that were over-issued/overpaid. She has also been an integral part of the Electronic Benefit Transaction (EBT) system and has worked well with the various vendors. She performs miracles behind the scenes to make all transitions seamless.

Kathy works tirelessly on many special projects, compiling reports, statistical data, and case record information used to prosecute fraud. She is accurate and precise in her work, and most valuable to her Division Chief, as well as everyone at PID. She comes to work each day with a smile and goes out of her way to make sure her coworkers have everything required to complete their jobs as efficiently as possible. She has the ability to anticipate what the division needs before we even know we need it. Kathy is a kind and generous person, and it is an honor to work with her (she also loves to bake and spoil her coworkers).

Employee of the Month

Public Service Recognition Week

Public Service Recognition Week is dedicated to honoring men and women across the nation who exemplify excellence in public service. Award ceremonies were held on Tuesday, May 5 and featured 47 County employees. This year seven Human Services employees were among those recognized. Following are highlights on two of these employees.



Heba Peters, Nutritionist with Preschool Services Department (PSD)

Ms. Peters is a self-starter who always strives to provide clients with the highest quality services. She has independently sought out, successfully applied for and obtained nutrition grants. Through these grants Ms. Peters developed a Preschool Services Department-specific Parent Nutrition Training Program, where parents learn to teach nutrition classes to other PSD families. She has become recognized locally and regionally as an expert in the area of children's nutrition. Ms. Peters provides training and technical assistance to community agencies and ensures they are in compliance with all federal, state and Children and Adult Food Care Program (CACFP) regulations related to nutrition. Ms. Peters is committed to life-long learning and recently completed her licensing to become a Registered Dietician. She is always willing to help other departmental units, even during times when her workload is extremely heavy, yet she never seeks recognition.



Michael Hanowitz, District Manager with Children and Family Services (recently retired)

Mr. Hanowitz, recently retired, has a long history of providing excellent customer service for clients and community/public partners. He goes the extra mile to problem-solve, including anticipating what challenges a client may encounter and providing guidance and resources to assist in overcoming these barriers. Mr. Hanowitz has for many years demonstrated high levels of integrity, while working to benefit children and families. He adheres to the mission and values of CFS, always keeping the best interests of clients in mind as he works to protect children and preserve families. He can make educated decisions quickly, which is a great asset in emergency situations. Mr. Hanowitz applies his knowledge of laws, regulations, and CFS practices to benefit the well-being of children.



Schedule of Classes

Offerings for January - March 2010

Note: Because of the funding source, *HS-Only* classes are open only to employees of TAD, CFS, DMS-AP5, DMS-INES and Human Services administrative support divisions.

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

General Development Classes - Class Name	Date	Locator #	Fee	Time
Serving a Diverse Community - HS Only	1/12/10	26811	n/a	1:00 - 4:00
Workplace Philanthropy: What does love have to do with it? - HS Only	1/12/10	26813	n/a	8:30 - 12:30
Success in the People Zone - National	1/13/10	26812	\$115	8:30 - 4:00
Performance Counseling Skills Supervisors Need - National	1/26/10	26815	\$115	8:30 - 4:00
Time Management - HS Only	1/27/10	26814	n/a	8:30 - 12:30
Workplace Philanthropy: What does love have to do with it? - National	2/2/10	26827	\$65	8:30 - 12:30
Public Speaking Without Fear - National University	2/3/10	26825	\$115	8:30 - 4:00
Mapping Business Communications - Two days	2/8 & 2/9/10	27691	\$500	8:00 - 5:00
Interviewing and Test Taking Skills - National Univ.	2/16/10	26824	\$115	8:30 - 4:00
Writing for Clarity and Career - Two days - National	2/23 & 2/24/10	26832	\$185	8:30 - 4:00
Choose Your Battles - National	2/24/10	26826	\$65	8:30 - 12:30
Time Management - National	2/25/10	26828	\$65	8:30 - 12:30
Training for Maximum Impact - Two days - HS Only	3/3 & 3/4/10	26865	n/a	8:30 - 4:00
So, You Think You Want To Be a Supervisor? - HS Only - Victorville	3/4/10	26836	n/a	8:30 - 4:00
Diversity & Inclusion: Frame by Frame - HS Only	3/10/10	26877	n/a	8:30 - 4:00
CPR/First Aid	3/11/10	27692	\$65	8:30 - 4:00
Interviewing and Test Taking Skills - National	3/11/10	26879	\$115	8:30 - 4:00
Performance Counseling Skills Supervisors Need - HS Only	3/23/10	26880	n/a	8:30 - 4:00
Service is an Attitude - HS Only - Victorville	3/24/10	26886	n/a	8:30 - 4:00
Public Speaking Without Fear - HS Only - Victorville	3/25/10	26850	n/a	8:30 - 4:00
Thank You for Calling - HS Only	3/31/10	26883	n/a	8:30 - 12:30

Computer Classes - Class Name	Date	Locator #	Fee	Time
Excel Introduction 2003	1/12/10	27683	\$115	8:30 - 5:00
Word Introduction 2003	1/20/10	27684	\$115	8:30 - 5:00
PowerPoint Introduction 2003	2/10/10	27686	\$115	8:30 - 5:00
Outlook Introduction 2003	2/18/10	27687	\$115	8:30 - 5:00
Excel Intermediate 2003	3/24/10	27690	\$115	8:30 - 5:00

Classes for Supervisors	Date	Locator #	Fee	Time
Fundamentals of Supervision I (5 days) - National University	1/19,1/20,2/2, 2/9,2/18/10	26863	\$650	8:30 - 4:00
Fundamentals of Supervision II (5 days) - National University	3/2,3/9,3/16, 3/23,3/30/10	26869	\$785	8:30 - 4:00 3/16, 3/23 are 8:30 -12:30
Fundamentals of Management I (5 days) - National University	1/7,1/14,1/21, 1/28,2/4/10	26871	\$695	8:30 - 4:00 1/14 is 8:30 - 12:30
Fundamentals of Management II (5 days) - National University	2/25,3/4,3/11, 3/18,3/25/10	26872	\$745	8:30 - 4:00 3/11, 3/18 are 8:30 - 12:30



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

1. PERC e-Learning Network

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

2. Call Registrar

- Call (909) 388-4110.

Payment, purchase order, or approved Education Assistance Proposal (EAP) must be received prior to the start of the session. When paying by check, make checks payable to San Bernardino County. For additional information, please contact PERC at (909) 420-6400.

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

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

Training locations:

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

National University - San Bernardino
 804 E. Briar Drive

PERC - Victorville
 17270 Bear Valley Rd., Suite 107