



contents

- 1 Assistant Executive Message
- 2 Editor's Corner
- 2 Department of Public Health Update
Off-Site Pet Adoption Program
- 3 Department of Aging and Adult Services Update
Award Winning Seniors
- 4 Children's Network Update
25th Annual Conference/
The Lisa Project
- 5 Children & Family Services Update
AB 12
- 6 Children & Family Services Update
CFS Eastern Region and
Morongo Basin
- 7 Preschool Services Department Update — Parent Involvement
- 8 Transitional Assistance Department Update
Volunteer Tax Income Assistance (VITA) Program
- 9 Transitional Assistance Department Update — Technical Employment Training Program
- 10 Employee of the Month
- 11 Public Service Recognition
- 12 Service Pins (September 20, 2011)
- 13 Service Pins continued
- 14 Grammar Article
- 15 Schedule of Classes
- 16 Schedule of Classes continued

Assistant Executive Officer's Message

Linda Haugan, Assistant Executive Officer – Human Services

The Patient Protection and Affordable Care Act (PPACA or ACA) signed into law by President Obama on March 23, 2010, is expected to expand health care coverage to an additional 32 million citizens and legal immigrants by 2019. Although many changes have already occurred, the extension of medical coverage to those currently ineligible for Medi-Cal is scheduled to roll out January 1, 2014.

A federal waiver allows California counties to extend health coverage to these medically ineligible adults prior to 2014 under the Low Income Health Program (LIHP). San Bernardino County applied for this waiver and plans on implementing LIHP on January 1, 2012, which will be called ArrowCare.

ArrowCare will allow indigent adults (citizens and legal residents) not eligible for Medi-Cal, with income at or below 100 percent of the Federal Poverty Level, and between the ages of 19 and 64 to enroll. For each dollar the County puts towards LIHP, the federal government will match 50 cents.

The County is already spending money to serve this population at Arrowhead Regional Medical Center (ARMC), so this provides increased support for our indigent population.

For over a year, staff from ARMC, Department of Behavioral Health, Public Health, Transitional Assistance Department and Aging and Adult Services have been working together to create a system that can enroll these newly-eligible adults in the most efficient way. Inland Empire Health Plan and Molina were also active partners. Because we are using the C-IV automated system used by TAD, we will easily be able to convert clients from LIHP to Medi-Cal in 2014, when medical coverage is extended.

A great deal of time and effort went into this project. I want to particularly thank Jeanine Chenault and Veronica Rodriguez from the Program Development Division for keeping this project on-target and on-time. All of our hard work will come to fruition after the first of the year!

Speaking of next year, I can't believe the holidays snuck up on us again so quickly. I hope you all have a safe and happy holiday. Let's gear up for a productive and healthy new year.

Until next time.....





Editor's Corner

Cynthia Malvin
Media Specialist

This issue of the *HS Connection* newsletter is centered on educating the community about available programs like the Volunteer Income Tax Assistance and Technical Employment Training programs and keeping County departments and the public informed of important legislative changes like the extension of foster care. San Bernardino County programs can and do positively impact the lives of its residents and your involvement makes a greater difference in how our County succeeds. Thank you for all you do in your community.

Dale Parker,
Health Education Specialist II



Department of Public Health Update

Off-Site Pet Adoption Program

Sponsored by the Animals aRe First Fund (ARFF)

Over the past few years the San Bernardino County Department of Public Health, Animal Care and Control Division (ACC), has held several off-site pet adoption events each month. The purpose of these events is to display and promote the available pets awaiting adoption at the County's animal shelter facilities. The Animals aRe First Fund (ARFF), a private non-profit charitable organization, pays for the spay-neuter fee associated with obtaining a new pet during these events. Due to the resounding success of this program, the number of events held annually has increased substantially. Forty-eight events are planned for the current fiscal year.

The program has many benefits especially in our current economic times. Many animals' lives are being saved. Offsetting the spay/neuter cost associated with each animal adopted affords the adopter the opportunity to use that money elsewhere, thus supporting the local economy. These adoption events are good for the animals and the citizens of our community.

An additional advantage to these events is the support of local businesses. Animal Care and Control is receiving requests to host these events with local businesses and agencies to draw more customers to the business and publicize the adoptions program. Overall, the success of these events is fantastic, not only for the animals that find forever homes, but the citizens and businesses in our community.

Looking for a new furry friend? Visit our website to find where you can go to take advantage of this wonderful program, and tell a friend. For more information or to schedule an off-site adoption event, contact Dale Parker, Health Education Specialist, at (909) 387-9156, or visit Animal Care and Control's website at www.sbcounty.gov/acc.





Marlene Goodell, Staff Analyst II

Department of Aging and Adult Services Update

Award Winning Seniors: Having More Than Fun in Sporting Events

We all have heard that as we get older osteoporosis or fragile bones due to reduced bone mass becomes a common condition. A study was done by Dr. Edward W. Gregg of the Centers for Disease Control and Prevention and his colleagues at medical centers throughout the United States. They studied 10,000 women over 65 years of age for an average of 7.6 years. The results reported in July 1998 in the *Annals of Internal Medicine* concluded that the higher the levels of sport activity, coupled with fewer hours of daily sitting, resulted in significantly reduced broken hip bones.

Muscle mass is also extremely important to maintain as we enter our later years. Research by MedicineNet.com concludes that adults lose 3-to-5 percent of muscle mass per decade after the age of 50. We all know that muscles keep us strong, burn calories, and help us maintain our weight. But you may not be aware that muscle mass also contributes to balance and bone strength. Without it, seniors can lose their independence and mobility. Maintaining bone and muscle mass positively affects our flexibility, balance, stamina, and strength. The great news is that muscle mass can increase at any age in response to exercise. As these studies demonstrate, one way to maintain bone and muscle mass is to keep physically active.

Leading by example, the Bonnie Baker Senior Center Wii Bowlers have been the Perpetual Wii Bowling trophy winners many times. This winning team consists of 6 to 12 members with the oldest member having just turned 90 years old. They meet twice a week at Bonnie Baker Senior Center to practice their skills. During the winter

league, they compete each month in a tournament with six other senior centers at the Parker Senior Center. The annual tournament runs November through April. Congratulations to the Bonnie Baker winning bowlers! You are setting a great example for seniors throughout the county.

In 2008, the San Bernardino County Department of Aging and Adult Services provided over 30 senior centers throughout the county with a Wii gaming system complete with televisions, software, and controllers, using one-time-only funding from the California Department of Aging. Bonnie Baker Senior Center was one of the centers that accepted a Wii Sport system and developed an exciting, competitive activity for their region's seniors. Now in 2011, their seniors have not only increased their physical activity level, but have become celebrity Wii bowlers.



Amy Cousineau,
Network Officer

Children's Network Update

25th Annual Conference/The Lisa Project



The Children's Network is happy to have celebrated the 25th year of its annual conference with much success. We had approximately 500 attendees and received very positive feedback overall about the conference. Plans are already underway for the 26th Annual Conference and we hope to see many of you there.

In addition, we are preparing for the arrival of The Lisa Project to our county for three months beginning January 2012. The Lisa Project is a mobile, interactive, multi-sensory child abuse prevention exhibit designed to raise community awareness, discussion and involvement. The exhibit consists of a double-wide trailer with individual rooms designed to tell the story of a particular child abuse victim.

As people tour the exhibit, they listen through headphones to a child's voice describe his or her life and the trauma associated with each room. You can learn more at thelisaproject.org.

The goals of bringing this exhibit to San Bernardino County include raising community awareness of child abuse and how to report suspected abuse, how to

access mental health resources for victims of trauma, and provide community resource information. The exhibit is free to the public and will be available at the following locations: in January at Arrowhead Regional Medical Center, in February at Victorville Mall, and in March at Victoria Gardens.

We are currently recruiting volunteers to staff the exhibit and serve as docents. For volunteer information, please contact the Children's Network at 909-383-9677.

Without the support of the sponsors of The Lisa Project we would not be able to showcase this important event in our county. We graciously thank First 5 San Bernardino, Children's Policy Council, Children and Family Services, and Children's Fund for their support.



Kristy Loufek, CN; Clair and Mia Fontaine, Conference keynote speakers; and Amy Cousineau, CN

AB12: Extension of Foster Care Benefits

How many of us were ready to be TOTALLY independent when we turned eighteen years of age? Total independence including never returning home, never having to borrow money from a parent, never having to call a parent for advice, never having a family home to celebrate a special event.

Each year in California approximately 4,800 youth age-out of foster care. One day several individuals are involved in their lives helping them prepare for adulthood. The next day they might be totally on their own.

In 2010, California passed the California Fostering Connections to Success Act (Assembly Bill 12), recognizing that many youth are not prepared emotionally or financially for independence at eighteen years of age.

CFS has been working to implement this important piece of legislation. Beginning in 2012, young adults will be able to incrementally receive foster care benefits until age 21 if they agree to live in an approved or licensed foster care placement, meet with their social worker or probation office each month, voluntarily agree to being a non-minor court dependent, and participate in one of the following five activities:

- Complete high school or an equivalency program
- Enroll in post-secondary education or vocational school
- Participate in a program or activity that promotes or removes barriers to employment
- Become employed at least 80 hours per month
- Be incapable of participating in any activity as described above due to a documented medical condition

One of the over-arching principals of this program is for the young adult to develop life-long connections with a committed and caring adult. Whether a young adult emancipates at 18 or 21 years of age, they still need someone in their life who will be there when they need emotional support or advice.

Young adults that wish to try independence and find they are not ready will be able to re-enter foster care as a non-minor dependent for assistance.



This is an exciting and challenging program which will lead to creative new practices and support for our transition-age youth and non-minor dependents. The role of County staff will have to change from monitoring to one of mentoring and helping the young adult

incrementally take on more responsibilities. Caregivers will need to understand these youth are now legal adults and their roles will need to change as they progress in their emancipation. The young adult's court-appointed attorney will have to shift from acting "in the best interest of" to working on behalf of the minor.

Many placement options are available to the young adult. County staff and the young adult will work cooperatively to progressively move to the least restrictive placement in order to better prepare them for their independence.

The scope of work to implement this legislation is monumental. CFS, Probation, Public Health, TAD, the Juvenile Court, Behavioral Health, PDD and PERC are collaboratively working to meet the implementation date of January 1.



Children and Family Services Update

Olga Granillo,
Supervising Social Service Practitioner

CFS Eastern Region and the Morongo Basin BCP

The Morongo Basin Building Community Partnerships team hosted a Family to Family Resource Fair and Carnival on March 12, 2011. The Resource Fair and Carnival was held at the Yucca Valley Sears parking lot. Families enjoyed a day at the carnival-created fair with games, prizes and a lot of valuable local resource information. Hotdogs were served to everyone at no charge by the River Don Sanctuary for the Homeless and free popcorn was donated by Ready, Aim, Fire Morongo Basin Mental Health (MBMH) Prevention Services for all to enjoy. Sparky, the local firefighters' mascot, educated youth about fire while Citizen Patrol and the Sheriff's office provided information about disaster preparedness and bike helmet safety.

The California Highway Patrol's mascot also helped spread the word about car seat safety and car, bike, and scooter road safety. Among the fun was an obstacle course from MBMH for children and their parents to work together to get to the other side.

One child's father said he did not know all these programs existed in the Morongo Basin. The Marine Corps recently relocated him and his family to the area and he was happy to see so many programs and services available to his children. Another parent stated that her children were having a lot of fun and asked if the fair would become an annual event. She too stated that she did not know the community had so many free programs.

While children played bean-bag-toss and other games, their parents learned about how to partner with CFS. Some parents expressed interest in becoming resource parents, mentors or volunteers. Team Decision Making Facilitator Michelle Gold and CFS Supervisor Kirsten Cathell from the Yucca Valley CFS office, along with CFS volunteer, retired Reverend Charlie Brown, answered questions and created a contact list of those who expressed an interest in becoming a resource parent.

It was an overall informative and fun day. CFS would like to thank the co-owners of Sears, Art and Donna Muñoz and Darin Sanden, who provided the space at no charge. Mr. Sanden enjoyed seeing the Morongo Basin families having fun and would like to see this beneficial community event take place twice a year.





Preschool Services Department Update

Elizabeth Gallegos, Staff Analyst II

Parent Involvement

Learning actually starts long before children even step into a classroom. It starts in the most important place of all - the child's home. Family is an integral part of learning. In fact, the University of California has stated "Research suggests that parent participation in a child's preschool program is positively associated with social adjustment and school performance."

Parental involvement in children's education is one of the most significant factors in predicting how well a child will do academically. The Michigan Department of Education reports that parental involvement is between two and ten times as big a factor in student achievement as socio-economic status. The benefits are greatest when parents are involved in education consistently and from a young age.

The Preschool Services Department supports the premise that parental involvement in the education of children, particularly early education, is correlated to the child's success in elementary, high school and beyond. Families can demonstrate the importance of education and of learning in a number of ways - volunteering in the classroom, discussing the day's events, reading class materials, attending special school events, becoming a member of a policy council or board, etc.

Head Start regulations stipulate that programs must include a strong parental involvement component and require a Policy Council, consisting largely of parents, to play a very active role in departmental operations.



The following are some of the activities in which parents and Policy Council members participated during the 2010-11 program year:

- First Aid/CPR Training
- Nutrition/Medical Services
- Asthma Management & Prevention
- Kindergarten Readiness - Active Learning
- National and California Head Start Association Parent Training Conference
- Love and Logic - Helping Parents with Challenges
- Car Safety
- 2011 Parent Leadership Conference
- Increasing Literacy Through Home-to-School Activities
- Emergency/Disaster Preparedness

This leads to our parents becoming involved and actively participating in the program.

Two members of our 2010-2011 PSD Policy Council share their thoughts about what "parent involvement" means to them:

"You learn to become a better advocate for your child. You start learning to get involved and, education-wise, you learn how to help your child when they are in need."

Erica Castillo, Policy Council Member

"...I can put my kids in any school in the country and they're going to do well because I'm involved...we realize that our involvement determines how high our kids go."

Michel Rich, Policy Council Chairperson



Transitional Assistance Department Update

Volunteer Income Tax Assistance (VITA) Program

The Transitional Assistance Department (TAD) has partnered with the Internal Revenue Service (IRS) to offer quality tax preparation for low- to-moderate income taxpayers through the Volunteer Income Tax Assistance (VITA) program. The TAD VITA program provides free tax preparation by IRS-certified tax preparers. In previous years, the VITA program had been available to TAD customers only. This year, we are expanding the VITA program to all income-eligible residents of the County of San Bernardino, including County employees that meet the income criteria (earnings of less than \$49,000).

The TAD VITA campaign is focused on increasing collaboration with other County departments who share the same customer base. The TAD VITA planning committee has met with multiple HS departments to extend the customer base for the VITA program. We will be able to set up mobile sites and prepare taxes at offices within participating departments. The resulting partnerships will help increase participation in VITA by reaching a greater population and will be an asset to other County departments' customers.

The TAD VITA campaign is utilizing several marketing strategies to spread the word to as many eligible tax payers as possible. Promotional flyers and brochures will be available in TAD lobbies and various other County departments who are partnering with us. A VITA mailer will be sent out to eligible TAD customers. The VITA tax program will have appointments available and will start preparing taxes beginning on January 17, 2012.

The VITA tax program is good for the citizens of San Bernardino County and for the economy. If your department is interested in receiving additional information, please call Jessica Paran at (909) 252-4768. If you have questions about the TAD VITA tax program, please call (909) 854-4068.





Transitional Assistance Department Update

Technical Employment Training program

We have heard the talk about our country's dire employment situation. You would be surprised to know there is a "talent war" going on in an unexpected industry: **manufacturing**. The Transitional Assistance Department is leading the way in preparing our customers for the return of American manufacturing through the Technical Employment Training program.

Reshoring and the coming 'talent war'

As shipping costs, overseas labor, and supply chains become more expensive and volatile, companies, such as Caterpillar, Slick Audio and Sauder Furniture, are bringing production back home—a practice called reshoring. However, companies are struggling to fill positions. According to the managing director for Accenture's Management Consulting Manufacturing Practice in North America, "there is a 'talent war' underway for everyone from engineers to skilled flexible operators." CNNMoney reports that employers have complained about "jobs that go begging, despite the country's current 9.1% unemployment rate."

Training that meets industry needs

Technical Education Training (TET), a San Bernardino-based business education cooperative, fills this gap through industry-based training. Their program offers a 630-hour course that integrates real life manufacturing practices into teaching. Students are prepared to earn National Institute for Metalworking Skills (NIMS) certification. NIMS is a nationally recognized developer of skills standards and its certification demonstrates to employers a high level of precision manufacturing competency.



Equipping our customers with the skills to compete

On July 7, 2011, 27 Welfare-to-Work participants graduated from TET. Participants, their families, instructors, and representatives from TAD, including Director Nancy Swanson, Deputy Director Michael De La Rosa, and Vocational Education Liaison Terri Williams, attended the completion ceremony. Participants brimmed with pride as they shared their testimonials on stage. One female participant, on the verge of tears, relayed the elation she felt at having not one, but two job offers soon after class. After two years of being unemployed, she never imagined companies would be going after her. For the first time, she felt confident in her skills and ability to compete in today's difficult job market and she thanked TAD and TET for the opportunity.

Proven performance

All 27 students who completed the program earned their NIMS certification. Within one week of class completion, 44% of the class was employed full time in local manufacturing firms. Other students are in the process of being interviewed. Employed TET graduates report great starting wages and benefits, including health and dental coverage for their families. Some customers' cash aid has discontinued due to their earnings. These results show TAD and TET's partnership effectively help our customers on their way to self sufficiency.

Sources: Q&A with Accenture's John Ferreira. Consulting Magazine. <http://www.accenture.com/SiteCollectionDocuments/PDF/Accenture-Q-and-A-with-John-Ferreira.PDF>

How to train US workers back into manufacturing jobs. <http://management.fortune.cnn.com/2011/06/29/how-to-train-u-s-workers-back-into-manufacturing-jobs/>

Employee of the Month



OCTOBER

ROD O'HANDLEY

Program Specialist I, Program Development Division

Rod began his County career in 1998 as an Employment Services Specialist in the Transitional Assistance Department's Employee Services Program. In October 2001 Rod promoted to Program Specialist I at the Program Development Division. His current assignment is in the Contracts Support Unit where he is responsible for the development and oversight of CFS contracts and MOUs. Rod consistently produces quality products, displays excellent customer service skills in his responsiveness to CFS concerns and finds solutions to problems. He has played a key role in the Health Care initiative, chairing several committees, writing the MOU and editing the ArrowCare newsletter. Rod was recognized as PDD's employee of the year for 2011/12. He is a committed professional with an admirable work ethic. It is a pleasure having Rod in PDD.



NOVEMBER

MAXIMO DURLAO

Office Assistant II, Performance, Education & Resource Centers

Max has been with the County since July 2007 and with PERC since May 2009. True to his name, at PERC we've come to appreciate Maximo as the max! Max has distinguished himself in the arenas of exemplary customer service, outstanding quality control and positive interpersonal relationships. Using his creative talents and strong abilities for foresight and planning, Max can always be relied upon to meet and exceed high professional standards. Of special note, Max is the first PERC Office Assistant to be recognized by the Management and Leadership Academy (MLA) for his significant contributions to the Academy. A valued team member of the PERC family, Max is a sound role model for all PERC staff. Bravo Max!



DECEMBER

PAULA LOPEZ

Payroll Specialist, HS Personnel

Paula Lopez has been an employee with the County since July 1993. She has been part of the HS Personnel team since August 2003. Paula's commitment to go above and beyond the call of duty is exemplary. She capably handles the Eligibility Worker classes which sometimes number 150 new employees per class. She is organized and has established processes and procedures that enable her to process these new hires with ease. Paula often volunteers to assist other co-workers with their workload or to pick up additional work for staff members who are out of the office. She is a true team player. Her commitment to providing excellent customer service is commendable, and we see that on a daily basis as Paula interacts with the employees in her payroll batch. Paula resides in San Bernardino with her husband and she is a very busy mother of four children. Paula is a valued member of the HS Personnel team and it gives us great pleasure to recognize her as our 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 3, 2011, and featured 46 County employees. Nine Human Services employees were among those recognized. Following are highlights on three of these employees.



Jacquelyn Greene, Program Manager, Preschool Services

Jacquelyn was a Head Start child, a Head Start parent and has been a Head Start staff member since 1993. Jacquelyn and her group have been very instrumental in planning, researching and implementing the Early Head Start program. She is a solid achiever and has demonstrated optimal levels of personal performance and accomplishment. Jacquelyn is a manager who does not hesitate to pull up her sleeves, jump in and get the job done if needed. She promotes camaraderie through her actions and believes in building team cohesiveness by utilizing the diverse talents of her staff. Jacquelyn has proven that confidence and a strong desire to learn and accept challenges can take focused task-oriented and dedicated people to higher limits.



Annette Dussett, Social Services Practitioner, CFS

Annette has provided services aimed at reducing the risk of harm to children for 24 years. She maintains a respectful, non-punitive attitude toward her clients and communicates clearly and honestly, while working under the most difficult of circumstances presented during child abuse investigations. Annette is a natural leader who is willing to teach, train and support other staff to develop strong social work skills and professional ethics. She understands the importance of the County mission, as well as the mission of CFS. Annette has had a positive impact on department standards of practice by serving on various collaborative committees and policy work groups. In all of her endeavors as a CFS employee, she has shown a deep dedication to helping children and families in San Bernardino County.



June Hutchison, Regional Project Manager, TAD

June brings leadership, energy, and a willingness to get the job done every day. She is well-known throughout the state for her knowledge of the C-IV system and has done exceptional work on developing and implementing the online application, writing grant applications, training materials and developing marketing tools. The online application system has proved to be a valuable resource for the members of our community by providing them with an alternate way to apply for assistance. June has worked diligently to enhance the Interactive Voice Response system for customers to quickly and easily access their case information. June is a driving force in the department's efforts to establish the Customer Service Center and is a great ambassador for our department. June was recently promoted to Deputy Director of TAD's Customer Service Center.

Everyday Employees... Extraordinary Work

The following employees received service pins at the September 20, 2011, presentation. Each employee has served the County for 20 years or more. We extend our congratulations to the following employees:

Left to Right:

Sylvia Williams, TAD;
Margo Tunnicliff, DPH;
Sheryl Powell, DCSS



**35 Years
of Service**



Left to Right:

Diana Neria, DPH;
Katherine MacKenzie, TAD;
Lisa Barnett, HS Auditing



**25 Years
of Service**



Left to Right:

Diana Baker, DBH;
Alma McKissen, TAD;
Vicki Nakayama, DCSS;
Liz Gomez, TAD;
Jesse Reyes, DCSS;
Patricia Jordan, DPH



Everyday Employees... Extraordinary Work

The following employees received service pins at the September 20, 2011, presentation. Each employee has served the County for 20 years or more. We extend our congratulations to the following employees:

Service Pins continued

Right to Left:

Yulonda Smith, TAD;
Shari Lara, TAD;
Diana
Arce-Lepe, DPH;
Peter Mendoza, ITSD;
Dina Miles, TAD



20 Years of Service



Left to Right:

Vicki Williams-Loyd, DPH;
Elaine Bauman, DPH;
Maria Navarrete, DPH;
Maria Zuniga, CN;
Ronald Smith, DBH



Left to Right:

Elaine Majors, TAD;
Judy Freeman, TAD;
Kelly Evans, TAD;
Andrew Gruchy, DBH;
Charlene Straka, TAD;
Lynn Neuenswander, DBH



Not Shown:

Becky Alvarez, DAAS; Bette J. Smith, ITSD; Carlette Harris, TAD; Dan Juarez, TAD; David Slaughter, TAD; Deborah Johnson, DCSS; Elisa Miller, PDD; Gertrude Blakely, TAD; Ileana Santiago, TAD; Julie Nunez, DPH; Laura Edwards, PERC; Laura Olson, TAD; Linda C. Davis, PID; Marlene Evans, CFS; Marti Baca, TAD; Mendy Lyons, TAD; Rebecca Parish, TAD; Wilbur Lynch, CFS

How well do you know your grammar? See if you can select the proper answer to the following statements.

(Answers are at the end.)

1. I have some great children's music (**CD's / CDs**).
2. In (**regard / regards**) to your inquiry, we will be closed on Monday.
3. It is (**a / an**) honor to work with you.
4. I believe my book edition is newer (**then / than**) yours.
5. He studied (**continuously / continually**) for four hours.
6. A successful harvest is (**dependant / dependent**) on a good rainfall.
7. Many weeks have (**passed / past**) since your report was due.
8. He is the (**principle / principal**) negotiator for the County.
9. The instructor tried to (**elicit / illicit**) the correct answers from the students.
10. With the city's financial problems, bankruptcy was (**eminent / imminent**).

Answers

1. CDs
2. regard
3. an
4. than
5. continuously
6. dependent
7. passed
8. principle
9. elicit
10. imminent



Schedule of Classes

Offerings for January – March 2012

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

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

General Development Classes - Class Name	Date	Locator #	Fee	Time
Serving a Diverse Community – DPA Only	1/10/12	33328	n/a	8:30 – 4:00
Success in the People Zone – National University	1/11/12	33329	\$115	8:30 – 4:00
Workplace Philosophy: What does love have to do with it? – DPA Only	1/11/12	33330	n/a	8:30 – 12:30
Performance Counseling Skills Supervisors Need – National University	1/24/12	33331	\$115	8:30 – 4:00
Time Management – DPA Only	1/25/12	33332	n/a	8:30 – 12:30
Workplace Philosophy: What does love have to do with it? – National University	2/1/12	33333	\$65	8:30 – 12:30
Writing For Clarity and Career – 2 days – National University	2/14-/2/15/12	33334	\$185	8:30 – 4:00
Interviewing and Test Taking Skills – National University	2/15/12	33335	\$115	8:30 – 4:00
Public Speaking Without Fear – National University	2/22/12	33336	\$115	8:30 – 4:00
Time Management – National University	2/23/12	33338	\$65	8:30 – 12:30
Choose Your Battles – National University	2/28/12	33339	\$65	8:30 – 12:30
So, You Think You Want to be a Supervisor – DPA Only – Victorville	3/1/12	33340	n/a	8:30 – 4:00
Service is an Attitude – DPA Only – Victorville	3/1/12	33463	n/a	8:30 – 4:00
Diversity and Inclusion: Frame by Frame – DPA Only	3/7/12	33464	n/a	8:30 – 4:00
Training for Maximum Impact – 2 days – DPA Only	3/20-3/21/12	33465	n/a	8:30 – 4:00
Public Speaking Without Fear – DPA Only – Victorville	3/22/12	33466	n/a	8:30 – 4:00
Performance Counseling Skills Supervisors Need – DPA Only	3/27/12	33467	n/a	8:30 – 4:00
Thank You for Calling – DPA Only	3/28/12	33468	n/a	8:30 – 12:30
Computer Classes - Class Name	Date	Locator #	Fee	Time
Word Intermediate 2007 – DPA Only	1/12/12	33886	n/a	8:30 – 5:00
Excel Introduction 2007 – DPA Only	1/17/12	33888	n/a	8:30 – 5:00
Word Intermediate 2007	1/18/12	33889	\$115	8:30 – 5:00
Excel Introduction 2007	1/24/12	33890	\$115	8:30 – 5:00
Access Introduction 2007	1/26/12	33891	\$115	8:30 – 5:00
Excel Intermediate 2007	2/7/12	33892	\$115	8:30 – 5:00
Word Beginning 2007 – DPA Only	2/8/12	33893	n/a	8:30 – 5:00
Excel Intermediate 2007 – DPA Only	2/14/12	33894	n/a	8:30 – 5:00
Word Beginning 2007	2/15/12	33895	\$115	8:30 – 5:00
PowerPoint Beginning 2007	2/21/12	33896	\$115	8:30 – 5:00
PowerPoint Beginning 2007 – DPA Only	2/28/12	33898	n/a	8:30 – 5:00

continued on next page

Computer Classes - Class Name	Date	Locator #	Fee	Time
Excel Beginning 2007 – DPA Only	3/6/12	33899	n/a	8:30 – 5:00
Excel Intermediate – DPA Only	3/15/12	33900	n/a	8:30 – 5:00
Excel Beginning 2007 – DPA Only	3/20/12	33901	n/a	8:30 – 5:00
Classes for Supervisors - Class Name	Date	Locator #	Fee	Time
Fundamentals of Supervision I (5 days) – National University	1/10, 1/11, 1/25, 1/31, 2/7/12	33566	\$650	8:30 - 4:00
Fundamentals of Supervision II (5 days) – National University	2/28, 3/6, 3/13, 3/20, 3/27/12	33571	\$785	8:30 - 4:00 (3/6 and 3/13 are 8:30-12:30)
Classes for Managers - Class Name	Date	Locator #	Fee	Time
Fundamentals of Management I (5 days) – National University	1/5, 1/12, 1/19, 1/26, 2/1/12	33547	\$695	8:30 - 4:00 (1/12 is 8:30- 12:30)
Fundamentals of Management II (5 days) – National University	2/23, 3/1, 3/8, 3/15, 3/22/12	33552	\$745	8:30 - 4:00 (3/1 and 3/15 are 8:30-12:30)

Pre-registration is required for the classes listed in this announcement.
To register:

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*.



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

The PERC LMS (Learning Management System) Learning Network is 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. Brier Street

PERC - Victorville
17270 Bear Valley Rd., Suite 107