



Administrator's Message

Linda Haugan, Assistant County Administrator for Human Services

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First, I would like to again congratulate our Human Services employees who received the Award for Excellence from the Board of Supervisors on May 6, 2008, as part of Public Service Recognition Week.

- Meghan Cosgriff, Aging and Adult Services
- Vicky Kosmala, Child Support Services
- Joyce Douglas, Children's Services
- Marcene Bell, PERC
- Johnson Selvadurai, Preschool Services
- Kandi Kinney, Transitional Assistance
- Veronica Diez, Veteran's Affairs

These employees have shown outstanding service to the County and its citizens, and I am very proud to acknowledge them. I appreciate your dedication to customer service, leadership and all of your other accomplishments.

I would like to dedicate the rest of this article to an important topic that is being embraced by our Board, as the "Green County San Bernardino" initiative. By now, you should all have in your possession one brightly-colored green, reusable and recyclable grocery bag displaying our green County logo. I know that there is no way you can fit all of your groceries in one bag (although they do hold 22 pounds). But, by using this bag and others like it, County employees will hopefully convince friends and family to do the same. One reusable bag replaces four plastic bags. You can see how, with regular use, we can significantly decrease the plastic bags that end up clogging our landfills and ruining our landscapes.

Last August, as part of the Green County initiative, the Board approved programs that include incentives for builders and property owners to incorporate environmentally sound

elements into their projects. They also included support of alternative-fuel and hybrid County cars. I am very proud to announce that the first green building in San Bernardino County will be the new Transitional Assistance Department office located in San Bernardino. It is slated to open by January of 2009, and you can bet there will be a great deal of fanfare and press coverage when it opens. The new Victorville TAD office will likely be the second green building to open in our county. In addition to our green buildings, hybrid cars will take the place of County cars that have reached their useful limit.

So what else can we do day-to-day at our job to become more green? When I typed "green office" on the internet, it showed thousands of websites dedicated to this topic. Here are some (common-sense) themes that I saw as I reviewed several of these sites.

SAVE PAPER – THINK BEFORE YOU PRINT

- Use your print preview feature on your computer, and always check for errors before you print.
- Change your page set up; use a smaller font; use your "shrink to fit" function to accommodate more information.
- Minimize paper waste by using the phone or email when appropriate to communicate a message.
- Use double-sided photocopying.
- Use the back side of used papers as notepads or for drafts.
- Circulate copies of reports, rather than printing separate copies.
- Reuse interoffice mail envelopes.



Editor's Corner

Cynthia Malvin
Media Specialist

This issue of the HS Connection exemplifies the ongoing community outreach efforts by Human Services departments. Events, conferences and fairs have been held to acknowledge child abuse advocates, improve the foster care system, and encourage employment and higher learning opportunities.

Speaking of higher learning opportunities, the Performance, Education & Resource Center of Ontario is now conveniently located in San Bernardino. If you have wanted to take classes, but did not want to make the long haul to Ontario, now is the time to enroll. PERC's new convenient location and state-of-the-art equipment is sure to improve your learning experience.

Making Big Moves

Where did everyone go?

PERC and DAAS of Ontario, PSD Administration, CN and CF have all moved to new locations! Please take note of their new addresses and telephone numbers.

Performance, Education & Resource Center
295 E. Caroline Street, Suite C
San Bernardino, CA 92415-0050
(909) 420-6400

Department of Aging & Adult Services
9445 Fairway View Place, Suite 110
Rancho Cucamonga, CA 91730
(909) 948-6200

Children's Network
825 E. Hospitality Lane, Second Floor
San Bernardino, CA 92415-0049
(909) 383-9677

Children's Fund
825 E. Hospitality Lane, Second Floor
San Bernardino, CA 92415-0132
(909) 387-4949

Preschool Services Department - Administration
662 S. Tippecanoe Avenue
San Bernardino, CA 92415-0630
(909) 383-2000



SAVE ENERGY

- Turn off your monitor and PC when you are away from your computer for a length of time. Leaving your monitor or computer on stand-by mode consumes significant amounts of electricity. The screen saver saves your screen, not energy.
- Switch off lights when you are the last to leave a room.
- Flickering fluorescent tubes use up more energy. If you see one, report it.
- Frequently turning off fluorescent tubes does not mean that more electricity is used when they are turned back on and does not shorten the life of the tube.
- Switch off the photocopier at night.

RECYCLE

- Recycle all paper including office paper, newspapers and cardboard. Put a recycle box next to the copier.
- Recycle plastics, cans, glass and toner cartridges.
- Avoid take out food that comes in Styrofoam. It is not recyclable.
- Use insulated mugs with lids or regular coffee cups, rather than having a new take out cup everyday.

TRAVELING

- Carpool to meetings.
- Use video-conferencing, if possible.
- Use a hybrid County car.

If you can incorporate these tips into your regular day, each one of you can make a big positive impact on our environment and our future.

Until next time.....

Children's Network Update



Susan Taylor

Assistant Network Officer

Tenth Annual Shine a Light on Child Abuse

The morning began on Thursday, April 10 with over 600 attendees in a dimly lit room. The sounds of little whispers from the children of Mill Child Development Center carried throughout the room as they made their way to the stage. Standing tall, they all sang proudly, and without reservation, playfully fought for the spotlight and a chance to be heard on the microphone.

Amy Cousineau, recently appointed Director of Children's Network, presented former director Kent Paxton with an oversized pair of tennis shoes. "When we moved from our old office, I found a pair of your shoes...and they are large shoes to fill," she said lightheartedly, addressing the many accomplishments Kent achieved as director. Ms. Cousineau then acknowledged the star decorations on the tables. Alice Birney Elementary School children wrote their wishes on construction-paper stars. One child's wish was "that no child is ever abused." Another child wrote with her thoughts in disarray "I wish I could be a singer, and go to college, and pass elementary school, also high school and middle school to become the other jobs I want to do."

The morning proceeded with the Shine a Light awards presented to 19 professionals and members of the community who shed light on child abuse and advocate for children's rights. To honor the dedication and hard work of younger advocates, five scholarships were awarded to foster youth who took an active role in child advocacy.

The most distinguished honor of the Lifetime Advocate Award was presented to Dr. Herbert Fischer, San Bernardino County Superintendent of Schools. Mr. Fischer's career spans 38 years in San Bernardino County in support of efforts to improve student performance and accountability.

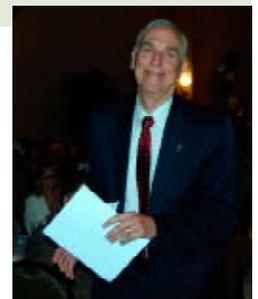
The ceremonies closed in time-honored fashion with the Mill Child Development Center children singing "This Little Light of Mine" while passionately waving their blue shining lights.



Children's Network Director Amy Cousineau and Kent Paxton



Award winners Anesa Cronin and Dr. Teresa Frausto



Lifetime Advocate Award was presented to Dr. Herbert Fischer



Children of Mill Child Development Center singing "This Little Light of Mine"

Children's Fund Update



Rebecca Stafford

Executive Director

A Positive Outlook for the Inland Empire

On April 3, 2008, Dr. John Husing, one of the 100 most powerful people shaping life in Southern California according to L.A. Times Magazine, spoke to the Children's Fund President's Circle. For the past 43 years, Dr. Husing has conducted extensive research to understand the forces influencing the Inland Empire. He continues to use his extensive knowledge of the region and his political experience to explain the economy to business leaders and policy makers throughout the Southland. At this exclusive event, attended by key-decision makers of some of the most successful corporations and organizations in the Inland Empire, Dr. Husing offered a sneak-peek into the impact of housing and national economic difficulties on the Inland Empire economy.

Many in attendance were pleasantly surprised at Dr. Husing's somewhat positive outlook for businesses and real estate in the Inland Empire over the next few years. Children's Fund Executive Director, Rebecca Stafford, expressed her surprise with the encouraging outlook: "Dr. Husing highlighted the many positive attributes that the Inland Empire holds in Southern California, the most important of which is dirt." The region's most affordable housing, industrial projects, blue collar jobs, and skilled workers migrating inland help the Inland Empire rise above Los Angeles, San Diego and Orange County. To a non-profit like Children's Fund this is very good news! We rely on these businesses and their employees to help us fulfill our mission in aiding the increasing number of marginalized children who are "at-risk."



Dr. John Husing

Child Support Services Update



Victor Rea
Assistant Director

State Recognizes Improvements in San Bernardino Child Support Program

On March 4, 2008, the Board of Supervisors was notified that the San Bernardino County Department of Child Support Services was being removed from the state's child support program corrective action process. David Maxwell-Jolly, director of the California Department of Child Support Services, traveled to San Bernardino to personally address the Board and make the announcement. He also spoke later that day at a special celebration for all Child Support Services staff, recognizing this important milestone.

In June 2003, the State of California placed the County Department of Child Support Services in Phase I of the corrective action process due to poor program performance and federal compliance issues. Continued performance and compliance problems prompted the state to place San Bernardino in Phase II of the corrective action process in August 2004. Without marked improvement, Child Support Services would have faced Phase III of the process, during which the state would have assumed administration of the local child support program.

Since being placed in corrective action, the department has worked hard to improve performance, address compliance issues, and provide quality services to our customers. Over the last three years, the department has moved into compliance with federal case management requirements significantly improving its execution of the federal performance measures with a 66 percent reduction in customer complaints.

In recognizing the department's overall improvement, Director Maxwell-Jolly attributed San Bernardino's progress to "the culture of excellence" which has been established at Child Support Services. He also acknowledged the "hard work and dedication" of the department's staff and indicated that the state is looking forward to continued performance improvement.

Consistent with the gains which have occurred over the last three years, Child Support Services is committed to continued progress. Efforts are focused on continuous improvements in all areas, with the ultimate goal being to ensure the self-sufficiency of families by making child support payments a more reliable source of income.



Leaders in Action 4

Randy Dancer, Operations Manager, DCSS

Gilbert Ramos, Deputy Director, TAD

Leaders in Action (LIA) kicked off the fourth LIA class in February. LIA is an executive development curriculum sponsored by the Southern Area Consortium of Human Services and the Academy for Professional Excellence. The curriculum focuses on strengthening and enhancing skills of existing managers. The members of LIA 4 are:

- Randy Dancer- Operations Manager for Child Support Services in Victorville.
- Patty Liles- Child Welfare Service Manager for Children's Services in Rialto.
- Virginia Lugo- Division Chief for the Program Integrity Division in San Bernardino.
- Gilbert Ramos- Deputy Director for Transitional Assistance in Fontana.
- Randy Schulz- Deputy Director for Children's Services in San Bernardino.

The members of LIA 4, in conjunction with previous LIA graduates, will be continuing with the **"Creating a Learning Culture"** theme. One of the projects they are working on is establishing a mentoring program for Human Services. Another project is the continuation of writing newsletter articles to be published in the HS Connection.

DIFFERENT PROGRAMS, SAME MISSION

The one thing about working for an organization the size of San Bernardino County is the vast dimension of opportunities to serve the public: everything from law enforcement to medical care, and fire services to voting. Much like the County as a whole, Human Services has many programs that are here to assist the public.

The participants in Leaders in Action are as diverse in their jobs and the programs they work for, as any other County worker. We represent the Department of Children's Services (DCS), the Department of Child Support Services (DCSS), the Transitional Assistance Department (TAD) and the Program Integrity Division (PID).

The one common theme among all of the programs is that we all work to better the lives of the children of San Bernardino County. Interestingly, each of our jobs and departments are linked to one another.

PROGRAM INTEGRITY DIVISION (PID)

Program Integrity assists both DCSS and TAD with the good cause determination and occasionally with locating absent parents who are delinquent in their child support obligations. The determination of good cause relates to whether or not the customer must cooperate in providing information on an absent parent.

Additionally, they assist TAD in a number of areas such as: representing the County in administrative hearings, assisting with eligibility determination through home call visits and fraud referrals, completing the Food Stamp Program that Quality Control reviews, and conducting Work Participation Reviews.

PID also interacts with DCS by acting as the Grievance Officer in Relative Placement Denials and for the Child Abuse Index Hearings, as well as representing the County in foster care hearings.

DEPARTMENT OF CHILDREN'S SERVICES (DCS)

DCS has been working on a pilot project called "Linkages" in the central region. Linkages, also known as the CalWORKs/Child Welfare Partnership Project, is a collaborative approach to provide coordinated case planning and services to families who are involved with both DCS and CalWORKs.

DEPARTMENT OF CHILD SUPPORT SERVICES (DCSS)

DCSS is interfaced with the C-IV system to get referrals when a custodial party is granted cash aid and/or Medi-Cal for their children. DCSS will use the referral as a means to open a case to establish and enforce paternity, child and medical support.

TRANSITIONAL ASSISTANCE DEPARTMENT (TAD)

TAD is the one program involved with all of our other programs. They provide the much needed cash aid, child care and medical and food stamp assistance these children need. Additionally, they help families achieve self-sufficiency through participation in the Welfare to Work program.

The diversity of our programs, our people, and our knowledge is what enables us to serve all the needs of our clients. Although our jobs may be different, at the end of the day we all have helped a child in some positive way.

Preschool Services Update



Ron Griffin, Director

Not Just Preschool

Just recently, the Preschool Services Department produced a video entitled "It's Not Just Preschool," which was graciously narrated by 4th District Supervisor and our Shared Governance Chairperson, Gary Ovitt. The video discussed the services that all Head Start programs are required to offer and the diverse families we serve. With this in mind, I would like to share some of the things we did, and families we served last year that are probably not well known.

The total funded enrollment for our department during the 2006-2007 program year was 5,254. Of these, 528 or about 10% were children with disabilities, and 178 of these children were in foster care.

Of the children with disabilities, the majority had speech and language issues. In terms of health issues, the greatest incidences among Head Start children were obesity, asthma, anemia and vision problems respectively. More than 250 children were referred for mental health issues. The following chart is an approximate break down by ethnicity of the 5,000 families served.

Of the more than 5,000 families we served, 66% spoke English as a primary language, while 31% were primarily Spanish speaking, followed by East Asian, Middle Eastern and Pacific Island languages.

Of these 5,000 families, 52% consisted of two parent households, while 48% were single parent families. Of the two parent households, 13% were unemployed while 45% of our single parent families were out of work. 24% of families received public assistance and 66% received WIC benefits. 31% of our parents didn't graduate from high school,



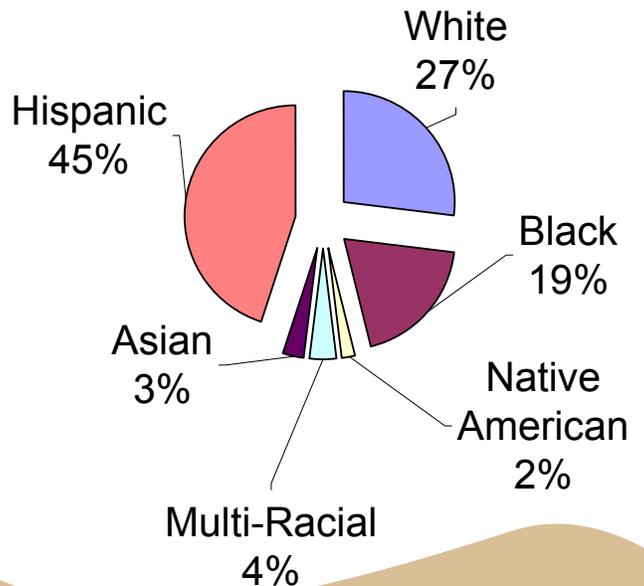
50% had earned a high school diploma or equivalent and 18% had some college.

In terms of services to our families, the most frequently requested services (in rank order) were parenting education, health education, English as a second language, adult education, emergency/crisis intervention, mental health services, housing assistance and job training. We also offered services to 245 families of incarcerated individuals, 115 families for child abuse and neglect issues, 65 for domestic violence, 29 for substance abuse treatment, and served 26 homeless families, 20 of whom acquired housing during the year.

Federal regulations require that Head Start programs attempt to hire Head Start parents and 33% of our current staff were Head Start parents at one time or another.

Ultimately, the Preschool Services Department is not just about preschool; it's also about building stronger families and communities. If we can achieve that, our children will automatically have brighter futures as well.

Ethnicity of Families Served





APRIL – Randy Frazier, HSS Admin

Randy Frazier recently completed twenty-three years of dedicated employment with the County of San Bernardino. He has proudly served Human Services departments in the capacity of Staff Analyst II, Facilities Manager. As Facilities Manager, Randy's responsibilities include project management to accommodate program space and staffing needs in addition to office layout design, creation of construction specifications, review of construction plans and contracts, job-walks and analysis of submitted bids from contractors and vendors. Additionally, Randy is the lead Facilities Manager for our keycard access control system within our HS facilities. Randy is also professionally certified by the State of California Department of Health as a Lead Worker and Lead Project Manager and presently assists the County's Department of Public Health on lead-related projects.

Randy enthusiastically supports the County's mission, vision and values by incorporating the components of his Service F.I.R.S.T. training during the course of his usual and customary duties. Randy appropriately addresses the most difficult and complex service situations and follows up with all clients to ensure their needs are addressed. His knowledge of the construction industry has proven to be a great asset to Human Services including his recent work on a remodel project and PERC relocation project. Randy ensured the project was completed on time, on budget and to the satisfaction of PERC by the delivery of a state-of-the-art training facility, setting a brand new standard for the County. Randy's use of his knowledge, experience and genuine commitment is a tremendous benefit to his fellow co-workers and the County.



MAY – Dewayne Ford, HS Auditing

Dewayne Ford has been a County employee since 2000. He has worked as an Eligibility Worker and an Employment Services Specialist. Dewayne came to HS Auditing in September, 2007 as a Staff Analyst Trainee in the Supplemental Income Advocacy Unit. In his current position, Dewayne receives and processes representative payee applications for SSI, SSA, and VA payments for foster care children throughout the County. He authorizes monthly payments to caregivers and to reimburse the County for County-paid benefits. Dewayne also advises the social workers and foster care case workers of actions needed to continue children's eligibility for benefits.

Dewayne provides excellent customer service and always has a positive attitude. Due to a vacancy, Dewayne has recently been required to take on additional responsibilities until the vacant position can be filled. He has performed the added tasks calmly and willingly. He is committed to ensuring that foster care children receive all benefits entitled to them. Dewayne can be counted on to complete any task given to him accurately and on time. Dewayne enjoys new challenges and has been accepted into the MLA program for the current year. Dewayne's cheerful demeanor and commitment to service are a positive influence to everyone with whom he works.



JUNE – Alan Skidmore, Child Support Services

Attorney Alan Skidmore joined the Department of Child Support Services in June of 2002. When necessary, Alan is a formidable advocate in court for fair and appropriate child support orders but often draws on his former experience as a court-appointed mediator to bring adverse parties to agreed upon settlements without the need for costly contested litigation.

Alan provides excellent customer service in many ways, working cooperatively and professionally with the private bar, making himself "a friend of the court" by providing whatever assistance is needed so that matters are resolved fairly. Most importantly, Alan goes the extra mile when working with child support customers so they fully understand the legal proceedings and the outcomes of their cases.

A real team player, Alan is committed to working cooperatively and effectively with all Child Support staff solving problems, providing assistance, and promoting a positive attitude throughout the department. He particularly enjoys participating in the training of new caseworkers, which always includes a trip to the courthouse and draws such wonderful comments from trainees as, "The court visit allowed me to see just what child support is all about," "It brought all our paperwork to life," and "Definitely helped me understand how we are a team."

Employee of the Month

The following employees received service pins at the Board of Supervisors meeting held April 15, 2008. Each employee has served the County for 20 years or more.

We extend our congratulations to the following employees:

35 Years of Service

Not Shown: Deborah Seper, HS Quality Review

30 Years of Service

Shown: Gregory Crawford, TAD

Not Shown: Mattie Williams, HS Quality Review



30 Years of Service

25 Years of Service

Front Row: Alice Levario, TAD

Back Row: Mary Mayfield, DCSS; Ruth Ann Tucker, TAD

Not Shown: Sandra Lewis, TAD

Roberta Padilla, TAD

Debbie Pimentel, TAD

Imelda Rojas-Forster, TAD

Robert Weems, HS Fraud Investigations



25 Years of Service

20 Years of Service

Front Row: Sandra Williams, DCS; Cheryl Bastian, TAD; Martha Ochoa, TAD; Nancy Meyer, DAAS
Christa Keach, TAD; Gary Henderson, TAD

Middle Row: William Brown, TAD; Wendy Evans, TAD; Pat Wentworth, TAD; Peggy Smithson, TAD

Back Row: Sylvia Cain, TAD; Darlene Barker, TAD; Mary Helen Crawley, TAD; Brittania Palmer, HS Appeals

Not Shown: Kellie Haines, TAD; Betty Hughes, TAD; Susan Huntsinger, TAD; Monica McCall, TAD

Sheila Bechard, HS Quality Review; Diane Gonzales, DCS; Cindy Haynes, TAD; Paul Maiorino, DCS
Angelina Mickelson, HS Quality Review; Jeffrey Wagner, DCS; Wendy Lavallee, DCSS

20 Years of Service



Everyday
Employees...
Extraordinary
Work

Public Service Recognition Week

Public Service Recognition Week is dedicated to honoring women and men across the nation who exemplify excellence in public service. Award ceremonies were held on Tuesday, May 6 and featured 45 County employees. This year seven Human Services employees were among those recognized. Following are highlights on two of these employees.



Marcene Bell, Secretary I for PERC

Marcene has immersed herself into PERC's culture, learning everything she could about PERC's lines of business. She assisted with Service F.I.R.S.T. training and was committed to ensuring that departments had accurate records of their employees' attendance. She was determined that no one would get "jacked up" for not attending Service FIRST. She is extremely efficient, dependable, strives to advance her knowledge and improve her skills to accommodate any task assigned to her. Marcene displays the spirit of Service F.I.R.S.T. through the work she does on the job, through the County Women's Network and through her volunteer work with the Rotary Club.

Meghan Cosgriff, Social Worker II for DAAS

Meghan has quickly taken on the role of lead IHSS worker and always produces timely and error-free work. During the past year, she has not only kept up with her own caseloads, but has taken the lead in training a new employee. She also chose to attend a CMIPS II workgroup in Sacramento and another with ITSD for the new DAAS system. Meghan is very articulate and a quick learner who exhibits appropriate professional boundaries with her co-workers, as well as her clients.



Foster Care Summit Addresses Changes

The County of San Bernardino Children's Policy Council, in collaboration with foster youth, care providers, juvenile courts, County departments, education and community partners, participated in the second Foster Care Summit titled, "Connecting Foster Youth, Step by Step," on March 15, 2008. The focus of the summit was to provide updates in foster care services that have been developed and/or implemented since the first stakeholder summit, "Hand in Hand," in November 2006.



Allan Rawland, DBH
sings "We are family."



DeAnna Avey-
Motikeit facilitates
focus group



Attendees review hand-out materials

The Children's Policy Council Foster Care Subcommittee has been working diligently to compile the data into cluster areas of improvement, review all comments, develop action items and implement services as identified from the initial stakeholder's meeting. The second summit was a presentation on the progress of improvement efforts being made and

afforded the collaborative an opportunity to make further recommendations. Discussion groups were held on topics like: children's transitions between pre-kindergarten and graduation, the involvement of youth in decision making processes, and building lifelong connections with follow-up assistance.

The summit is part of an on-going effort to improve the foster care system and will continue to be held as progress is made.

TAD Hosts Series of Open House Job Fairs



Visitors to vendors



Attendees fill out applications



Attendees sport stylish totes

The Transitional Assistance Department hosted a series of three job fairs to promote self-sufficiency among their work-eligible customers. Over 30,000 invitations were mailed out announcing the "Motivated to Achieve Dreams" job fairs held in the cities of Colton, Yucca Valley and Rancho Cucamonga throughout the months of April and May.

Over 600 job seekers attended the Colton fair at the Frank Gonzales Community Center, visiting a variety of vendors from restaurants and grocers, to community services and law enforcement departments. All

job seekers who registered with TAD received a free "Motivated to Achieve Dreams" tote to carry vendor information. Applications were readily available and employees from TAD were on-hand to assist with filling out applications and enhancing resumé's.

Before leaving the fair, attendees were asked to participate in a brief computerized survey to obtain their comments about the fair. Each survey participant received a free lunch bag for his/her time and participation.

Management & Leadership Academy Gets Crackin'

March 19 marked the kick-off of the Management & Leadership Academy (MLA). Members of the 2008 Executive Development Program (EDP) met with fellow members and leaders of the Academy, starting their morning off with a search for the golden egg. The holder of the golden egg answered five pre-selected questions for roundtable discussion and then passed the golden egg to the next lucky recipient for the spotlight.

Al Cross and leaders of the MLA explained members' roles and mentor and coach responsibilities. Members were encouraged to establish relationships as a form of support for one another as they share similar learning experiences throughout the Academy.



Members of the Supervisory Development Program (SDP) met their mentors from the Management Development Program (MDP) and discussed their career development plans over lunch provided by the Academy.

The Leadership Development Network sponsored the kick-off with board member Chris Connelly sharing the network's pride in how far the Academy has come since its establishment.

Members of the Management & Leadership Academy are now prepped and prepared to take their careers to the next level!



Executive table conversation

Golden egg questions

Grammatical Gaffes . . . are you guilty?

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

RULE #247

a. Periods and commas always go inside the closing quotation mark. This is the preferred American style. (Some writers in the United States follow the British style: Place the period outside when it punctuates the whole sentence, inside when it punctuates only the quoted material. Place the comma outside, since it always punctuates the sentence, not the quoted material.)

Pablo Picasso is the person who said, "Computers are useless. They can only give you answers."

He wants to change "on or about May 1" to read "no later than May 1."

When your mind suddenly goes blank, it's not the start of Alzheimer's; you may simply be having a "senior moment."

The price tag on the leather sofa was clearly marked "Sold."

Sign your name wherever you see an "X."

"Let's go over the details again," she said.

"The date stamp indicates that my copy arrived at 10:50 a.m.," he said.

Their latest article, "Scanning the Future of E-Commerce," will appear in next month's issue of Inc. magazine.

"Witty," "clever," "amusing," and "hilarious" are only a few of the adjectives that are being applied to her new book.

The package was labeled "Fragile," but that meant nothing to your delivery crew.

b. Periods and commas also go inside the single closing quotation mark.

Mr. Poston said, "Please let me see all the orders marked 'Rush.'"

"All he would say was 'I don't remember,'" answered the witness.

NOTE: Do not confuse a single quotation mark with an apostrophe used to show possession. When a sentence requires the use of a comma or period at the same point as an apostrophe showing possession, the comma or period follows the apostrophe.

I recently took over the management of the Murrays', the Boyarskys', and the Cabots' investment portfolios.



Schedule of Classes

Offerings for July – September 2008

Class Name	Date	Class ID #	Fee	Time
Interviewing and Test Taking Skills – <i>National Univ.</i>	7/15/08	23810	\$115	8:30 - 4:00
Excel 2003 Introduction	7/15/08	23696	\$115	8:30 - 5:00
Interviewing and Test Taking Skills – HS Only	7/16/08	22482	NA	8:30 - 4:00
Success In The People Zone – HS Only	7/17/08	22493	NA	8:30 - 4:00
Power Point 2003 Introduction	7/22/08	23697	\$115	8:30 - 5:00
So, You Think You Want To Be A Supervisor? – HS Only - <i>Victorville</i>	7/22/08	22494	NA	8:30 - 4:00
Excel 2003 Introduction	7/23/08	23698	\$115	8:30 - 5:00
CPR/First Aid	7/23/08	23733	\$65	8:30 - 4:00
So, You Think You Want To Be A Supervisor? – <i>National Univ.</i>	7/23/08	23788	\$115	8:30 - 4:00
Public Speaking Without Fear – <i>National Univ.</i>	7/24/08	23789	\$115	8:30 - 4:00
Power Point 2003 Introduction	7/29/08	23699	\$115	8:30 - 5:00
Public Speaking Without Fear - HS Only	7/29/08	22495	NA	8:30 - 4:00
Serving A Diverse Community – <i>National Univ.</i>	7/29/08	23790	\$65	8:30 - 12:30
Choose Your Battles - HS Only	7/30/08	22496	NA	8:30 - 12:30
Excel 2003 Intermediate	7/30/08	23700	\$115	8:30 - 5:00
Power Point 2003 Intermediate	7/31/08	23701	\$115	8:30 - 5:00
Choose Your Battles – <i>National Univ.</i>	7/31/08	23791	\$65	8:30 - 12:30
CPR/First Aid	8/2/08	23744	\$65	8:30 - 4:00
Proofamatics - 4 - Half Days	8/4-7/08	23731	\$115	8:30 - 11:00
Power Point 2003 Introduction	8/5/08	23702	\$115	8:30 - 5:00
Training For Trainers; 2 Days – <i>National Univ.</i>	8/5-6/08	23792	\$115	8:30 - 4:00
Excel 2003 Introduction	8/6/08	23703	\$115	8:30 - 5:00
Mapping Business Communications – (2 Days)	8/11-12/08	23737	\$500	8:30 - 5:00
Success In The People Zone – <i>National Univ.</i>	8/14/08	23793	\$115	8:30 - 4:00
Excel 2003 Intermediate	8/19/08	23704	\$115	8:30 - 5:00
Outlook 2000 Introduction - <i>Victorville</i>	8/20/08	23705	\$115	8:30 - 5:00
Freedom Film Festival: Serving Diverse Customers - <i>National Univ.</i>	8/20/08	23794	\$115	8:30 - 4:00
Power Point 2003 Intermediate	8/26/08	23706	\$115	8:30 - 5:00
Word 2000 Introduction - <i>Victorville</i>	8/27/08	23707	\$115	8:30 - 5:00
Freedom Film Festival: Serving Diverse Customers - HS Only	9/3/08	22497	NA	8:30 - 4:00
Excel 2003 Introduction	9/3/08	23708	\$115	8:30 - 5:00
Power Point Intermediate	9/4/08	23710	\$115	8:30 - 5:00
Excel 2003 Intermediate	9/4/08	23709	\$115	8:30 - 5:00
Workplace Philosophy: What Does Love Have To Do With It? – <i>National Univ.</i>	9/8/08	23795	\$65	8:30 - 12:30
Training For Trainers; 2 Days - HS Only	9/16-17/08	22498	NA	8:30 - 4:00



Class Name	Date	Class ID	Fee	Time
Outlook 2000 Intermediate - <i>Victorville</i>	9/17/08	23711	\$115	8:30 - 5:00
Access 2003 Introduction	9/18/08	23712	\$115	8:30 - 5:00
Word 2000 Intermediate - <i>Victorville</i>	9/24/08	23713	\$115	8:30 - 5:00
Power Point 2003 Introduction	9/25/08	23714	\$115	8:30 - 5:00
Supervisors-only Class:				
Fundamentals of Supervision I – <i>National Univ.</i>	8/5,8/6,8/19, 8/27,9/16/08	23852	\$650	8:30 - 4:00

Pre-registration is required for the classes listed in this announcement; to register call (909) 388-4110. Payment, purchase order, or approved Education Assistance Proposal (EAP) must be received prior to the start of the seminar. When paying by check, make checks payable to San Bernardino County. For additional information, please contact PERC at (909) 420-6400.

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.

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

Training locations:

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