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Administrator's Message

Linda Haugan, Assistant County Administrator for Human Services

I'm sure you have heard the phrase, "don't believe everything that you read." It usually refers to facts or quotes that a newspaper or magazine reported wrong about a situation. The reason why reporters don't always get the facts right can be debated. Sometimes they are given incorrect information, sometimes in their urgency to meet a deadline they don't verify facts with all available sources, and sometimes, I believe, they print misquotes and slight distortions because they know it will sell more papers.

In the last few months there have been a couple of high profile Human Services stories where, unfortunately, misinformation started with high ranking California state officials. You may recall a recent local newspaper article where the reporter discussed how state Inspector General (IG) Laura Chick accused San Bernardino County Transitional Assistance Department of receiving American Recovery and Reinvestment Act (ARRA) funding they did not deserve. Ms. Chick also implied that this funding is not being used for citizens who need it most.

If the IG or the local reporter had done their homework on the issue they would have found that these allegations were based on an audit of TAD's subsidized work program for CalWORKs recipients that was never completed. It is still listed as pending on the IG website. If the IG or local reporter had called San Bernardino County staff for statistics regarding our program, they would have found that we have had a subsidized employment program in place prior to any

ARRA funding and that we increased spending 119% since we received this funding. This results in 100 local employers maintaining or expanding their workforce and an average of 750 CalWORKs



recipients working each month. And lastly, if the IG and local reporter actually looked at how the funding is to be disbursed, they would have found that San Bernardino is receiving, tracking and spending the funding according to state guidelines.

Frank Mecca, Executive Director for the California Welfare Directors Association, said it best in his press release regarding this subject: "Chick's comments indicate a lack of understanding of how the state and counties handle the claiming and expenditure of funds, how maintenance of effort requirements work under ARRA, and how the normal process of reconciliation between advanced funding and actual expenditures occurs to ensure counties don't inappropriately receive funds. It's alarming that someone charged with the important task of



Editor's Corner

Cynthia Malvin
Media Specialist

This issue of the HS Connection is evidence of how Human Services departments have adopted or altered new and existing programs to meet the changing needs of the public, while county and state government itself struggles through economic turmoil.

Throughout our struggles, we will always show appreciation towards our hard working staff, community partners and the public.

SUGGESTION

AWARD

Congratulations to Tracy Sulprizio of HS Personnel who suggested that EMACS reports be automated to save paper, time and money.



overseeing federal stimulus dollars would show such a lack of understanding of this vital program, and make such baseless allegations before the review was even completed."

In a separate incident, State Controller John Chiang released a report stating that the California In-Home Supportive Services program paid more than \$11 million in 2008 to recipients listed as deceased. He accused San Bernardino County of erroneously spending upwards of \$500 thousand on deceased people.

In reality, the amount of overpayment in San Bernardino County for this time period was about \$17,000, due mainly to deaths being reported after payments were already sent out. In this case, Chiang erroneously cited a list of "potential" overpayments that are reconciled by the counties on a routine basis. The vast majority of matches on this list are unfounded because of data errors by the state, the cases are already closed, or the listed deceased person is really still alive. The counties report all reconciliations back to the State Department of Social Services. Even when this fact was verified to Chiang by the state, Chiang did not print a retraction.

When these stories occur, staff and our Public Information Officer (PIO) do everything possible to get reporters the correct information and request them to write a retraction. They rarely do. So when you see bad press about one of our programs, make an effort to find out the true story. Because you just can't believe everything you read.

Until next time.....

Grammatical Gaffes . . . are you guilty?

Contributed by Peggy Dillaman, PERC Proofamatics instructor

How well do you know your grammar? The following words are taken from Rule #1077 of the Gregg Reference Manual, words that are often used incorrectly. See if you're guilty of this grammatical goof-up.

RULE #1077 — Usage requires that certain words be followed by certain prepositions. Some of the most frequently used combinations are given in the following list.

different from:

- This product is *different from* the one I normally use.

different than:

- I view the matter in a *different way than* you do. (Although *from* is normally preferred, *than* is acceptable in order to avoid sentences like "I view the matter in a *different way from* the way in which you do.")

Different FROM or THAN?

The logic: *Than* expresses degrees of comparison – larger than, faster than, more expensive than. But *different* does not allow degrees of comparison; either something is different or it isn't. (Unless you're saying something is more different than something else. Even then, *more* is the comparative adjective, not *different*.)

Some linguists argue that *different than* is occasionally more elegant: *Linebackers require different skills than defensive backs.* Granted, that's smoother and less wordy than: *Linebackers require skills different from those required by defensive backs.* But it's also grammatically wrong, though ever so slightly, and when we use *different than* we should do so with the attitude that it is incorrect but may be acceptable. You can't escape that a thing is different from something, not different than something.

Also, from the International Writing Institute:

Shine A Light Breakfast



Lifetime Advocate award winner,
Margaret Hill

Children's Network held our 12th Annual Shine a Light on Child Abuse Awards Breakfast on March 31, 2010, at the National Orange Show. This year we had 21 honorees and over 580 attendees!

The Lifetime Advocate award was presented to Margaret Hill, an educator with over 35 years of experience. She began her teaching career in 1971, advancing to vice principal, principal, professor and currently, Assistant Superintendent for the San Bernardino County Superintendent of Schools. Believing that every child has a potential for success, she encourages excellence, while providing support to those who are facing academic and personal challenges.

Other honorees included: Robert Freel and Susan Palmer, CFS; Vicki Buchta, DPH; Karen Di Carlo, community-based provider; Mattel Toy Store; Andre Bossieux, DBH; Kathleen DiDonato, District Attorney's office; Asia Williamson-Martinez, Public Defender's office; Sherry Eversole, Law Enforcement; Darla Brockus, Probation; Wes Hughes, media; Ed Pare, volunteer; Vicki Lee Nichols, San Bernardino City Unified School District; Stephanie Tuttle-Kamon, school nurse; and Rosemary Barnett, kinship caregiver.

Every year Children's Fund graciously honors five foster youth for their outstanding academic achievements. We thank Children and Family Services for their nominees and offer congratulations to their five honorees. Each youth received a check for \$200 and a \$50 gift card to Target.

We would like to thank our sponsors, First 5 San Bernardino, Children and Family Services, and Children's Fund, as well as the Child Abuse Planning Committee, the selection committee, volunteers, preschool singers, the vocalist and

her pianist, the honorees and all of those in attendance, for making the Awards Breakfast a very memorable event. Many hours go into planning and preparing for this event, so it is extremely gratifying when we hear things like, "there was an extra special ambiance and incredible warmth about the breakfast this year."

Screening Assessment Referral and Treatment (SART)

Children's Network is happy to announce that through a joint MOU between First 5 San Bernardino and the Department of Behavioral Health, contracts for the upcoming fiscal year (FY 10/11) have been renewed for the three existing SART centers. Desert Mountain Children's Center will continue to serve the north high desert; West End Family Counseling will serve the west end; and Victor Community Support Services will continue to serve the central regions. We would also like to welcome a new provider, Morongo Basin Mental Health, serving the Eastern desert region.

SART centers provide comprehensive early intervention services to high-risk and multiple-risk children ages 0-5. The SART program is designed to improve the social, developmental, cognitive, emotional and behavioral functioning of these children. SART is a collaborative effort between Children's Network, Children and Family Services, Public Health, Preschool Services, Behavioral Health, Children's Fund, First 5 San Bernardino and community-based organizations.



Mill Street Preschool children sing



Rebecca Stafford
Executive Director

Children's Fund Update

18th Annual AGA Memorial Golf Classic

Current economic indicators confirm that the United States is in a recession. Foreclosure rates are at an all-time high and the people hardest hit by the declining economy are those already marginalized. For people who live paycheck-to-paycheck, a sudden financial crisis such as the loss of a job, a rent or mortgage increase, or medical emergency can become an insurmountable obstacle that spirals them into poverty. Fortunately, there are charities like Children's Fund who offer emergency services to support our County's at-risk children.

Our fundraising efforts continue as we bring people together who believe in our mission. As June approaches, we are preparing for our 18th Annual A. Gary Anderson Memorial Golf Classic on June 14. Our staff is working diligently to ensure that during these continued tough economic times the most successful tournament in the Inland Empire continues to provide for thousands of at-risk children. The Classic serves as the major fundraiser for Children's Fund and is firmly established as one of the most prestigious charitable tournaments in Southern California. To date the tournament has raised over 3.9 million dollars. Now in its 18th year, the golf classic serves as a vehicle to raise awareness of the issues associated with child abuse, and the increasing number of at-risk children throughout San Bernardino County.

We are also looking forward to our 3rd Annual Civic Leader Tour, on July 28-30. Children's Fund, in conjunction with the 4th Air Force Reserve, has invited our donors and friends to experience a once in a lifetime adventure: observing first-



CHILDREN'S FUND

hand how the Air Force defends our great nation through control and exploitation of air and space. Tour highlights are scheduled to include:

- Lunch aboard the USS Midway with Wounded Warriors
- Navy Seals demonstration and tour
- Tour Travis Air Force Base
- Enjoy a Napa dinner train
- Visit Lackland Air Force Base in Texas, home to the Air Force's Basic Training
- Experience a mid-air refueling
- A variety of unique experiences

Looking to the month ahead and the end of another fiscal year, I cannot help but reflect upon the wonderful support we've received from our loyal donors, our County family. We are so grateful to you for helping us keep up with the marked increase for assistance. How fortunate we are to be both supported and surrounded by a community of individuals of like mind and heart who come together to make our county a kinder, more forgiving place for its most vulnerable and fragile citizens of all ... our "at-risk" children!

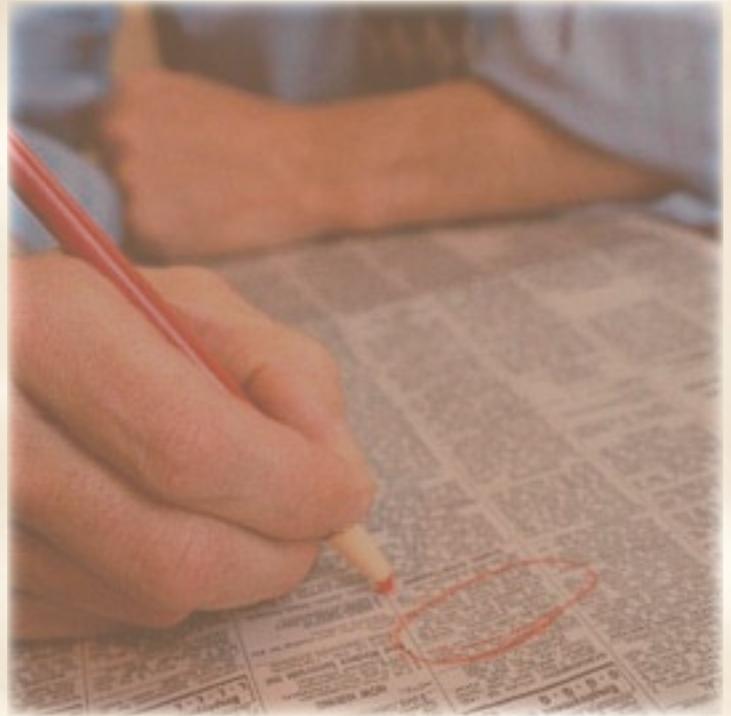
Department of Child Support Services Update

Assisting Customers Affected By the Economic Downturn

The San Bernardino County Department of Child Support Services (DCSS) is reaching out to non-custodial parents (NCPs) struggling to make child support payments during these tough economic times.

The department is taking steps to work with individuals who have been affected by economic hardships that make it challenging for them to meet their child support obligations. Actions being taken include the following:

- Order modification---NCPs have the option of requesting a court-ordered modification. If an NCP has experienced a change in circumstances, such as a lost job or a wage reduction, their economic situation can be reviewed and a request for modification filed. The request will go to court, and the amount of support owed may be lowered.
- DCSS implements the Avenues to Employment program. This program, which is administered in collaboration with the Superior Court and the Workforce Development Department, provides referrals for unemployed NCPs to local Employment Resource Centers (ERCs). At the ERC, they receive employment-related assistance, such as information on current job openings, and assistance with resume preparation and interviewing skills.
- DCSS participates in the Rapid Response program. This countywide effort consists of outreach visits to companies located throughout the county that are downsizing or closing their facilities. DCSS staff present information about program services to employees facing layoff or termination and answer any questions they may have. Child support representatives have addressed several hundred displaced workers throughout the county.



DCSS is working hard to help our customers manage the effects of the current economic downturn. These efforts help support San Bernardino County's families and promote the well-being of our county's children. DCSS will continue to look for creative ways to serve families who are affected by the economy.

4th Annual Foster Youth Summit

The San Bernardino Chapter of the California Youth Connection will be hosting the 4th Annual Foster Youth Summit on May 15, 2010, at San Bernardino Valley College. The goal of this year's event is youth empowerment and adult engagement. The summit is for current and former foster youth and probation youth. There will also be an adult track for caregivers, social workers and child welfare staff.

For the first time, this event will be completely youth designed, organized and presented. The youth who planned the event wanted to create an opportunity for professionals and caregivers to listen to their voices and hear the experiences of foster youth. The organizers hope this will be another important step towards improving the foster care system and empowering current and former foster youth here in San Bernardino County.

Upon registration, the youth will choose specific workshops to attend for the day. The workshops will address topics related to placements, social worker relationships, and transitioning out of care. At each workshop the youth will identify a problem or issue they may face and positive aspects related to the topic. They will then come up with a solution to the problem and write a recommendation. During the last hour of the summit, each youth will present his/her recommendations, and share positive ideas with the entire group.



3rd Annual Foster Youth Summit class

The adults will have an opportunity to attend three workshops. The topics include: Understanding Me Entirely, Youth Voice, and Skill Building. During the last hour of the day, the youth will present their recommendations to the adults and identify action items for the upcoming year.

The 2010 Foster Youth Summit promises to be an exciting opportunity for current and former foster youth to set the agenda and engage in authentic conversation with the adults who run the foster care system. Fresh ideas for improving our foster care system are sure to emerge. Results of the Foster Youth Summit will be shared in upcoming months through various venues including here in the HS Connection newsletter, at Foster Care Steering Committee meetings, and with the management team of Children and Family Services. The Youth Summit will create both a new sense of empowerment for our youth, and increased commitment on the part of the professionals working with foster youth

New Services and Partnerships

As we near the end of another school year, we look back with pride on one of the most exciting years in the agency's recent history. Featured below are some highlights.

This year PSD increased service capacity by an additional 668 children aged 0-5 and their families. The agency received funding to implement new services to 378 Early Head Start infants, toddlers, pregnant women, and families, and added another 290 Head Start eligible children and families to our existing Head Start program.

For the first time in agency history, PSD is implementing an Early Head Start (EHS) program, which expands the benefits of early childhood development services to low-income pregnant women and families with children under age three. One of the new Early Head Start programs is a collaborative effort between PSD and the Department of Behavioral Health (DBH) to provide services to low-income pregnant women and their infants through home visitation by a registered nurse throughout pregnancy and for the first two years of the child's life.

PSD and DBH also collaborated on implementing other Preschool early intervention programs which include: 1) "Incredible Years" – a teacher/parent training program that reduces children's aggression and increases social and emotional competence and school success; 2) a bereavement and loss "play therapy" group conducted by a licensed psychologist; and 3) an intern program that provides four graduate level psychology interns the opportunity to work with high-risk children, their teachers and parents.

Another PSD expansion is the opening of a new site at Victor Valley College. PSD currently operates a Head Start site in Victorville that has a wait list of 150 students. The new Victor Valley College site will have the capacity to serve 80 more children in the Victorville area.

PSD also expanded services in the hard-to-serve mountain areas, and now provides an additional 24 Head Start and 24 Early Head Start families with home-based services through a partnership with Special Discoveries. Home-based services provide a home visitor/teacher and regular "socialization" days to eligible children and families.

In the Steps to Success program, PSD works with families to develop and implement a step-by-step plan to increase the skills and abilities they will need to become self-sufficient. The



plan may include anything from stabilizing housing, enrolling in ESL, GED or job training programs, to focusing on career development and job placement assistance. Ultimately, the goal of Steps to Success and all PSD programs is to move families from poverty to sustainable self-sufficiency.

As always, going forward, PSD will continue to look for new ways to improve the well-being of children, preserve and empower families, and strengthen the communities of San Bernardino County.

Public Service Recognition Week



San Bernardino County Board of Supervisors publicly recognized 47 County employees at its May 11, 2010, board meeting. The annual event known as National Public Service Recognition Week offers participating County departments an opportunity to honor one employee with an Award for Excellence based on specific criteria including: customer service, initiative and leadership, accomplishments, attitude, and outstanding service to the county and its citizens. Public employees in the United States and around the world have taken part in the annual celebration honoring the men and women serving America as federal, state, and local government employees.

Recipients of the Award for Excellence are truly honored and grateful to receive this distinguished award. Of the 47 participating departments, ten are from Human Services. Each of the ten recipients will be featured in upcoming issues of the HS Connection.

Congratulations to the 2010 Award for Excellence recipients.

Beatriz Valdez
Jackie Laird
Allen Lampman
Denay Morgan
Jeri DeWitt
Christopher Cook
Richard Armstrong
Linda Santillano
Peter Muller
Joseph Michael
Annette Taylor
Jeffrey Schroer
Elizabeth Scott-Jones
Norma Fite
Michael Sadsad
Penny Alexander-Kelley
John Thomas
Clarissa Jimenez
Soua Vang
Cheri Pedroza-Duran
Leigh Overton
Ruth Griffin
Rick Wright
William Ward
Linda Whittle

Administrative Office
Aging and Adult Services
Agriculture/Weights & Measures
Airports
Architecture & Engineering
Arrowhead Regional Medical Center
Assessor
Auditor-Controller/Recorder
Behavioral Health
Board of Retirement
Board of Supervisors
Child Support Services
Children and Family Services
Clerk of the Board
Community Development and Housing
County Counsel
District Attorney
Economic Development Agency
Economic Development
Facilities Management
Fire
First 5
Fleet Management
Flood Control
Human Resources

Rosemary Esparza
Gia Kim
Tricia Munoz
David Martinez
Karen Saffle
Elizabeth Stuart

Cinda Grayson
Julie Hovis
Sam Knudsen
Tammi Graham
Diana Diaz
Elsy Banks
Joseph N. Oliver
Mary Lou Mongar
Eileen Egland
John Cronin

Michael Murphy
Celia McDonald
Juanita Williams
Cindia Casillas
Sally Gibson
Mike Holtz

Information Services
Land Development
Land Use Services
Library
Museum
Performance, Education &
Resource Centers
Preschool Services
Probation
Public Defender
Public Health
Purchasing
Real Estate Services
Regional Parks
Registrar of Voters
Risk Management
Sheriff-Coroner-
Public Administrator
Solid Waste Management
Special Districts
Transitional Assistance
Treasurer/Tax Collector
Veterans Affairs
Workforce Development

Thank you to staff members from departments/divisions that assisted with the Award for Excellence preparations and to the SBPEA for sponsoring the recipients' reception.

The following employees received service pins at the Board of Supervisors meeting held March 30, 2010. Each employee has served the County for 20 years or more.

Everyday Employees... Extraordinary Work

We extend our congratulations to the following employees:

35 Years of Service

Not Shown:

Andrea A. Portsche, ARMC;
Debra D. Hoffman, ARMC;
Roy Copple, PDD



30 Years of Service



Front Row: Irene Aldeen, TAD;
Elizabeth Rodriguez-Gandara, DAAS; Denise Tillman, DCSS
Back Row: Susan Palmer, CFS; Jeanette Charles, PID;
Kitty Benvenisti, DPH
Not Shown: Carolyn Houston, TAD;
Christine A. Fakhreddine, ARMC; Leona Fay Fowler, ARMC;
Mary Peluffo, DPH; Regina Owens, DBH;
Sandy Bocanegra, ARMC; Theresa Bruington, DPH

25 Years of Service



Front Row: Tamara Stevenson, DPH; Longina Shaw, DAAS
Back Row: Debora Leuer, DPH; Elaine Knick, PID
Not Shown: Denise Cox, ARMC; Eugene Carlson, DBH;
George Fantocone, TAD; James Hollis, CFS; Josephine Ulloa, TAD; Michelle Luethold, ARMC; Ramona Fox, ARMC;
Suzanne Redden, DPH

20 Years of Service



1. **Front Row:** Julia Perez, DBH; Theresa Bolton, DAAS
Back Row: Velma Broussard, CFS; Tammy Johnson, TAD;
Suzanne Cinowalt, DPH; Fanuel Chinouyazve, CFS

2. **Front Row:** Sandra Miller, DAAS;
Arlene Mendoza-Collins, DCSS; Mary Noriega, CFS;
Dora Diaz, ARMC; Tracy Woods, DPH **Back Row:** La'Shawn Sifuentes, CFS; Jean Texera, CFS; Holly Sterner, TAD

3. **Front Row:** Daniella McIlvain, ITSD; Karen Heater, ARMC;
Robert Sudol, DBH **Middle Row:** Nancy Cates, TAD; Judy Kay Riesgo, PID; Melinda Ancrum, DBH **Back Row:** Constance Green, TAD; Leola Vaughn-Makona, CFS

Not Shown: Beverly Green, CFS; Cecile T. Roberson, ARMC;
Christian Nwadike, DPH; Donald Boon, ARMC; Donna Conway, CFS; Jeffrey Radebaugh, ARMC; Joe Ulloa, ARMC;
John Babalola, DPH; Josie Flores, ARMC; Margot Varden, DBH; Maris Wooden, TAD; Martha Dealba, TAD; Mary Anderson, TAD; Oilan Ng, ASD; Sandra Ramirez, DCSS;
Stewart Hunter, DPH; Teofredo C. Estrosos, ARMC; Vivian Croox, ARMC

Employee of the Month



APRIL LANCE MORDUE

Automated Systems Technician, Information, Technology and Support Division

Lance has been with San Bernardino County since October of 2004. He is a member of ITSD's help desk user account management staff where his tasks include quickly processing new employee accounts, changes to existing accounts, as well as processing requests for accessing those server shares. Lance is dedicated to providing fast and accurate service to our customers with a rapid turn-around of logon requests received through our online system. This is true whether he is working on individual requests or processing moves of entire offices.

Lance also fills in on the help desk during times of excessive call volume or when we are short-staffed and treats callers with an enthusiastic demeanor while helping to meet their needs.

Lance has a great rapport with his co-workers and supervisors and welcomes opportunities to assist whenever needed.



MAY JANET EGAN

Supervising Social Service Practitioner, Children and Family Services

Janet Egan supervises a blended unit comprised of both intake and carrier workers. She models for her workers a commitment to the community which is evidenced by the vast amount of time and energy she expends in organizing and participating in various community-based programs and activities.

Previously she was a social worker assigned to the Operation Phoenix program in the City of San Bernardino. Janet also has over 15 years experience with the Probation Department and currently chairs the CFS/ Probation 241.1 Committee. She is actively involved with Coalition Against Sexual Exploitation (C.A.S.E.), and is organizing a 'Train the Trainers' event through C.A.S.E.'s *My Life, My Choice Project*. Janet is also

the Central Region's liaison to the District Attorney's *Let's End Truancy* program.

Janet is actively involved in her community. She initiated and organized the first two years of the annual Play Date at the Special Place Museum, wraps Christmas gifts for children in the foster care system, organizes a yearly book drive for children, and remains an active member of the Operation Phoenix Street Team. Janet exemplifies the dedication and professionalism of Children and Family Services through her commitment to serving the children and families of our community.



JUNE ED SAUCEDO

Statistical Analyst, Legislation, Research & Quality Support Services Unit

Legislation, Research, and Quality Support Services recognizes Ed Saucedo for his exemplary service and dedication to helping Human Services departments accomplish their mission and goals. Ed is currently a Program Specialist II in LRQ. In his previous assignment in LRQ, Ed consistently volunteered for other duties and worked at improving his skills and knowledge relating to program evaluation and monitoring. In his current assignment, Ed directs LRQ In-Home Supportive Services Quality Assurance staff and produces management reports and program evaluations for In-Home Supportive Services, Adult Protective Services, and the Public Authority. Ed constantly works to improve the methodology and accuracy of reports and evaluations for which he is responsible. In addition, Ed has continued to volunteer for extra duties and

assignments and assists other analysts in meeting the Transitional Assistance Department's reporting and evaluation needs.

Ed's consistently cheerful and helpful attitude and exemplary customer service are greatly appreciated among his co-workers and customers.



Schedule of Classes

Offerings for July - September 2010

Note: Because of the funding source, *HS-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 - HS Only - Victorville	7/1/10	26868	n/a	8:30 - 12:30
Performance Counseling Skills Supervisors Need - National University	7/7/10	26909	\$115	8:30 - 4:00
Performance Counseling Skills Supervisors Need - HS Only	7/8/10	26910	n/a	8:30 - 4:00
Diversity & Inclusion: Frame by Frame - National University	7/14/10	26856	\$115	8:30 - 4:00
So, You Think You Want To Be a Supervisor? - HS Only	7/14/10	26911	n/a	8:30 - 4:00
CPR/First Aid	7/15/10	28503	\$65	8:30 - 4:00
Interviewing and Test Taking Skills - HS Only - Victorville	7/20/10	26843	n/a	8:30 - 4:00
Managing Your Emotions - National University	7/21/10	28314	\$115	8:30 - 4:00
Writing for Clarity and Career (2 days) - National University	7/21 & 7/22/10	26912	\$185	8:30 - 4:00
Public Speaking Without Fear - HS Only - Victorville	7/27/10	26916	n/a	8:30 - 4:00
Interviewing and Test Taking Skills - National University	7/29/10	26917	\$115	8:30 - 4:00
Coping With Difficult People - National University	8/5/10	26918	\$65	8:30 - 12:30
Time Management - National University	8/12/10	26859	\$65	8:30 - 12:30
Service Is An Attitude - National University	8/17/10	26921	\$115	8:30 - 4:00
Interviewing and Test Taking Skills - National University	8/19/10	26844	\$115	8:30 - 4:00
So, You Think You Want To Be a Supervisor? - National University	8/19/10	26922	\$115	8:30 - 4:00
Writing For Clarity and Career (2 days) - HS Only	9/1 & 9/2/10	26923	n/a	8:30 - 4:00
Diversity & Inclusion: Frame by Frame - HS Only	9/2/10	26861	n/a	8:30 - 4:00
Mapping Business Communications (2 days)	9/13 & 9/14/10	28499	\$500	8:00 - 5:00
Training For Maximum Impact (2 days) - HS Only	9/15 & 9/16/10	26862	n/a	8:30 - 4:00
Time Management - HS Only	9/28/10	26846	n/a	8:30 - 12:30
Conflict Resolution - HS Only	9/30/10	28512	n/a	8:30 - 4:00



Computer Classes - Class Name	Date	Locator #	Fee	Time
Excel 2003 Introduction	7/6/10	28500	\$115	8:30 - 5:00
Word 2003 Intermediate	7/7/10	28501	\$115	8:30 - 5:00
PowerPoint 2003 Introduction	7/13/10	28502	\$115	8:30 - 5:00
Outlook 2003 Introduction	8/4/10	28504	\$115	8:30 - 5:00
Excel 2003 Intermediate	8/18/10	28505	\$115	8:30 - 5:00
Access 2003 Introduction	8/25/10	28506	\$115	8:30 - 5:00
PowerPoint 2003 Intermediate	9/8/10	28507	\$115	8:30 - 5:00
Outlook 2003 Intermediate	9/9/10	28508	\$115	8:30 - 5:00
Excel 2003 Intermediate - HS Only	9/14/10	28545	n/a	8:30 - 5:00
Excel 2003 Introduction	9/21/10	28510	\$115	8:30 - 5:00
Word 2003 Introduction	9/22/10	28511	\$115	8:30 - 5:00
Classes for Supervisors - Class Name	Date	Locator #	Fee	Time
Fundamentals of Supervision I (5 days) - National University	8/3, 8/4, 8/17, 8/26, 8/31/10	26987	\$650	8:30 - 4:00
Classes for Managers - Class Name	Date	Locator #	Fee	Time
Fundamentals of Management II (5 days) - National University	9/9, 9/16, 9/23, 9/30, 10/7	28473	\$745	8:30 - 4:00

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 seminar. 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. Brier Street

PERC - Victorville
 17270 Bear Valley Rd., Suite 107