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Assistant Executive Officer's Message

Linda Haugan, Assistant Executive Officer — Human Services

First I would like to congratulate all of the Human Services staff who received a Public Service Recognition award at the May 3 Board of Supervisors Meeting:

- Roberta Wertenberg, Ombudsman Program Manager – Aging and Adult Services
- Lynn Neuenswander, Program Specialist II – Behavioral Health
- Jim Hartel, Supervising Child Support Officer – Child Support Services
- Annette Dussett, Supervising Social Services Practitioner – Children and Family Services
- Mary Jaquish, Staff Analyst II – First 5
- Peggy Dillaman, Communication and Career Services Manager - Performance, Education & Resource Center
- Jacquelyn Greene, Program Manager – Preschool Services
- Stewart Hunter, Administrative Supervisor I – Public Health
- June Hutchison, Regional Project Manager – Transitional Assistance
- Dawn Ortiz, Veterans Service Representative II – Veterans Affairs

It is an honor to be nominated by your peers and recognized by our Board members. You all should be very proud of your accomplishments!

I also want to give a special thanks to Allan Rawland, Director of Behavioral Health (DBH). For the past year he has been directing both his department, as well as the Department of Public Health (DPH). Allan, with the help of Assistant Public Health Director Trudy Raymundo, did a tremendous job of learning about the department's mandated programs, assessing gaps in service, and providing solutions to fill critical positions and reorganize the department to maximize efficiencies and reduce costs.

As Allan does so well, he communicated expectations to staff and encouraged them to support changes to redefine the Public Health culture. I am very proud of how Public Health staff have not only stepped up, but embraced the changes necessary to improve the department and better manage scarce resources.

So after flipping hats between his two jobs many times a day for this past year, Allan is going to step back and spend more time with DBH. Trudy Raymundo will take care of the day-to-day business at DPH. Thanks Allan and Trudy for stepping in and helping with this transition.

I want to take a moment to recognize and congratulate Allan Rawland for being selected as the Children's Network Lifetime Advocate and Ron Griffin as one of this year's Shine a Light on Child Abuse honorees. Allan and Ron have proven once again the depths of their dedication to children's health, safety and happiness over many years of service with the County.

And lastly I also want to thank Ron Griffin and all of his Preschool Services staff for passing a very difficult federal audit with flying colors. It was a nail biter, but all of your hard work really paid off.

Until next time....





Cynthia Malvin
Media Specialist

The Human Services Connection newsletter has a new section from the Animal Care and Control division of Public Health. The new section will help educate HS departments and divisions, and County citizens about the various types of animals that need a loving home and how Human Services departments and divisions can feature the Off-Site Pet Adoption trailer at an upcoming event. Now is the time to lend a hand, hoof or paw and welcome Animal Care and Control to the HS Connection newsletter.

CFS and TAD Celebrate Barstow Open House

On April 19, 2011, Children and Family Services and the Transitional Assistance Department celebrated their new home in Barstow with an Open House. CFS Director DeAnna Avey-Motikeit and TAD Director Nancy Swanson welcomed staff, members of the community and many dignitaries, including First District Supervisor Brad Mitzelfeldt, Assistant Executive Officer for Human Services Linda Haugan and Barstow Mayor Joe Gomez.

The new location, which was previously a Sears department store, is at 1900 E. Main Street in Barstow. The building features energy conservation efforts including energy efficient heating/cooling systems; occupancy-sensor-controlled offices and restroom lighting; sensor controlled restrooms water faucets; low water usage landscaping and drip irrigation systems; skylights and window openings providing natural light to the office interior, saving on lighting usage and energy consumption; and low-e insulated glazing, which minimizes heat gain and loss through the windows and skylights. An added bonus for the community is the co-habitation of CFS and TAD, since both departments often serve the same customers. Customers of both CFS and TAD will no longer have to make their way to two separate locations in order to get the services they need.



CFS and TAD staff area



Open House buffet



*Nancy Swanson, Linda Haugan,
Supervisor Mitzelfeldt and DeAnna Avey-Motikeit*



Department of Public Health Update

Off-Site Pet Adoption Program Sponsored by the Animals Are First Fund (ARFF)

The San Bernardino County Department of Public Health, Animal Care and Control Division (ACC) currently offers off-site pet adoption events each month to promote and display the many healthy available pets awaiting adoption at the Devore and Big Bear Lake animal shelter facilities. The Humane Education section of ACC coordinates the off-site adoption events. Staff and volunteers assist in grooming and preparing the animals for their special day. In addition to having a variety of pets available for adoption, staff members and volunteers educate the public on a variety of topics.

The Animals aRe First Fund (ARFF), a private non-profit charitable organization, pays for the spay-neuter fees associated with obtaining a new pet during our off-site adoption events, thereby significantly reducing the cost to adopt a pet. This provides an added incentive for individuals to consider adopting a pet during the event.

While several animal shelter facilities in the region have



A three year old Dachshund Mix and one year old Cairn Terrier find loving homes with Mary Jo (left) and Tami (right).

experienced declines in the number of pets adopted, the County's Animal Care and Control Division has continued to realize increases in the number of animal placements with the implementation of programs and marketing efforts similar to our off-site adoption events.

In the past three years adoptions have increased nearly seventy percent. An additional 726 animals were placed in permanent homes through the new partnership with facilities in the region.

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.



Off-Site Pet Adoption trailer





Lifetime Advocate honoree Allan Rawland, DBH Director.

13th Annual "Shine a Light on Child Abuse" Awards Breakfast

Children's Network Update

On Thursday, March 31, 2011, the Valencia Room at the National Orange Show was filled to capacity when Children's Network held its 13th Annual "Shine a Light on Child Abuse" Awards Breakfast. Over 20 individuals and organizations that make a difference by selflessly giving and going that extra mile for at-risk children in San Bernardino County were honored.

A large number of nominations were received this year and the selection committee, comprised of former honorees, spent hours reviewing and discussing the nominations, finally narrowing it down to 20 honorees and 4 foster youth scholarships. This year, Children's Network received a nomination that did not fit into the identified categories but warranted being shared and recognized. This award was called the Profile of Courage and was awarded to Sergeant Michael Swank.

Sergeant Swank's paralyzing story of the years and types of abuse he suffered at the hands of his father brought an emotional reaction from the audience. When Sergeant Swank spoke, he graciously thanked the detective who listened to his story and the District Attorney who made sure justice was served. Sergeant Swank's courage and ability to defend his country and himself against a lifetime of abuse represents hundreds of thousand of childhood victims of abuse who do not yet have a voice or the means to defend themselves. His story is an inspiration to all who work diligently to prevent this kind of tragedy from occurring.

Guests clapped and cheered as each honoree's story of commitment and compassion to helping others was told. As honorees walked across the stage, they were greeted by First District Supervisor Brad Mitzelfelt, Third District Supervisor Neil Derry, and Fifth District Supervisor Josie Gonzales, and provided with a beautiful framed certificate.

"SHINE A LIGHT ON CHILD ABUSE" HONOREES:

- Ron Griffin, Education –
Preschool Services Department
- Charlotte Laiva,
Children and Family Services
- Anne Fannin,
Department of Public Health
- Mindy Richard, Medical
- Patrick Griffiths,
Department of Behavioral Health
- Rosie Smith & Rosie's Preschool,
Business
- Kathleen Cox, Probation Department
- Wendi Beaton, Law Enforcement
- Mary Ashley, District Attorney's Office
- G. Christopher Gardner,
Public Defender's Office
- Debbie Brown, Volunteer
- Peter Headley, Volunteer
- Jennifer Ishimoto, Volunteer
- Julie Norton,
Community Based Provider – 1st District
- Janice Higgins,
Community Based Provider – 2nd District
- Heidi Mayer,
Community Based Provider – 3rd District
- Megan Nehamen,
Community Based Provider – 4th District
- Kara Hunter,
Community Based Provider – 5th District
- Sam & Bunny Williams, Foster Parents

FOSTER YOUTH SCHOLARSHIPS

- Amanda Barnes
- Angel Conroe
- Ronald Mena
- Joeshay Walker

Everyone seemed to be having a good time, but it was the presentation of the Lifetime Advocate award that really kicked the mood up a notch or two. **The Lifetime Advocate honoree was awarded to Allan Rawland, current director of Department of Behavioral Health and Department of Public Health.** The video montage created by Allan's friends was heartwarming and showed Mr. Rawland's lifelong commitment to children and families, but it was Mr. Rawland's acceptance speech that brought tears to people's eyes, whether it be from laughing so hard or his resonating statements. Mr. Rawland was grateful for this honor and he simply encouraged others to keep doing their best.

As in past years, the morning ended with a performance by the Mill Center Head Start State Preschool. The children sang their hearts out with "We Love You." As the lights dimmed, the children held glow sticks, the guests shined their pen flashlights, and the children and guests chimed together in an a cappella version of "This Little Light of Mine." It was a touching and enjoyable moment, one that I hope you will be part of at next year's Children's Network "Shine a Light on Child Abuse" Awards Breakfast. Nomination forms will be distributed in December 2011 with the breakfast taking place in March 2012.



Prom Boutique — Independent Living Program

The Independent Living Program (ILP) hosts the Prom Boutique every year for its participants. Hundreds of dresses are donated by the community and given to event attendees. This year ILP had two Prom Boutiques. The Western Region event was held March 12 at Abundant Living Family Church in Rancho Cucamonga. The North Desert Region event was held on March 19 at the Girl Scouts building in Victorville; both venues were donated to ILP. At both Prom Boutiques the participants were welcomed by the Peer and Family Assistants (PFAs) and directed to the registration area. Once registered, the youth sat down at tables decorated with gold, black and red tablecloths and enjoyed a continental breakfast.

The PFAs introduced themselves to the participants at both events. At the North Desert Region Prom Boutique, Children and Family Services (CFS) was also represented by deputy directors Norm Dollar and Marlene Hagen along with manager Nicola Hackett, who also attended the Prom Boutique in Rancho Cucamonga. An etiquette presentation was given by SSP Nicol Horn at the Prom Boutique on March 12; the PFA's gave the presentation



Teens learn how to put on a tie.

on the 19th for the Prom Boutique. Both presentations taught the youth appropriate ways to eat, walk and engage in conversation in order to be a good prom attendee.

The PFAs put on a skit on how to act at prom and how not to act. The youth loved the skit and at each of the events the room was full of laughs. Lunch was provided at each

Prom Boutique and consisted of pizza and sandwiches. Next, it was time for the young men to learn how to tie a tie and the young ladies to get dolled up and find a dress. For the young men at the North Desert Region event, Pastor Vernon Glenn from Emanuel Temple C.M.E. Church in Victorville mentored the young men on how to be gentleman and assisted in teaching them how to tie a tie. They were given ties, dress shirts, and slacks to take home. The young ladies went to pick out their dresses and get their hair done; some even got their nails done by students from Marcello's School of Beauty and Victor Valley Beauty College.

There was a lot of help from the community and the Family 2 Family Community Partners in helping the young ladies and gentlemen find the perfect attire for their special evening. Once everyone received a dress or a voucher for a dress or tuxedo, it was time to wrap up the day. Due to the extra money donated to ILP this year, all the gentlemen received plastic boxes containing hygiene items and a magazine and all the young ladies received a gift set. This event was a total success, and it gets better every year.



Teens choose a dress for prom.

Randy Dancer
Operations Manager,
Victorville Office

Department of Child Support Services Update

Collaboration Brings Excellent Results

Excellence requires looking at the familiar in a different way...

In January 2011, the Department of Child Support Services in San Bernardino and Madera Counties created a unique partnership to improve the delivery of child support services to San Bernardino County residents. San Bernardino and Madera child support leaders entered into a shared services agreement that focused on a segment of San Bernardino cases identified as cases in a "locate status." The goal of the twelve-month pilot project is to increase child support collections and improve customer satisfaction. The first five hundred cases in the pilot were worked by Madera County staff following a case strategy that leads to locating missing employers, finding current addresses for non-custodial parents and the discovery of financial assets that can be used to meet child support obligations. Once Madera has a "find," the new information is sent to San Bernardino County where a dedicated case manager uses the information to initiate enforcement actions. Initial results indicate that a shared services approach can meet the expectation of improving the performance of counties who engage in a strategic plan that is well thought out and monitored frequently.

Results for Families

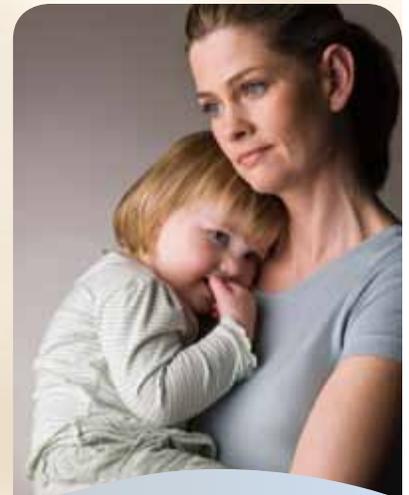
By February 2011, the results of good solid case work were evident. The case work and referrals sent by Madera County to San Bernardino has resulted in over \$25,000 in child support collections. The boost to families is immeasurable. At least fourteen families have been helped by modifying the child support payments to match their current economic situation. This process encourages parents to build financial security for their children while remaining engaged in their children's daily lives. Since the beginning of the pilot, thirty-

nine parents are actively searching for new employment. In the Victorville Child Support office, the staff works collaboratively with Workforce Development to identify employment opportunities for under or unemployed parents. This networking connection makes the job search process easier to navigate for parents who want to be financially supportive of their children.

Lasting Results

The pilot project has practical benefits for both San Bernardino and Madera Counties. For Madera County, achieving a higher level of cost effectiveness can be realized by sharing the best resource they have: skilled and knowledgeable staff. This pilot project affords Madera County the opportunity to contribute to the success of the child support program on a wider scale and highlights Madera as an efficient contributor to the welfare of families. For San Bernardino County, there are three direct benefits received from this county agreement. First, the families receive income; second, San Bernardino receives a boost in performance numbers and ratings; and third, San Bernardino Child Support staff improves their case management techniques by learning about Madera's best practices.

The overall results for this pilot are better than first projected. We expect even greater results due to this great partnership.



Alone we can do so little; together we can do so much – Helen Keller.

This project has been a testament to her wisdom.



PSD Makes an Impression on National Head Start Office

In March 2011, the National Office of Head Start completed a week-long unannounced on-site monitoring review of the Preschool Services Department's (PSD) Head Start program. The federal review team, consisting of 18 reviewers, visited most of PSD's 43 sites to complete facility and file reviews as well as educational staff interviews. The comprehensive review also included examinations of financial records and reports, human resource files, recordkeeping and reporting systems, self-assessment outcomes and written policies and procedures. PSD is very proud to report that the federal review team reported "no findings" in any of the review areas. The team was especially impressed with the level of collaboration between PSD and other County departments in providing comprehensive services to children and families.

One of the collaborative programs that PSD and the Department of Behavioral Health have undertaken is the LIFT program, which is a Nurse Home Visitation program for pregnant women and their newborns. The program is designed to increase healthy pregnancies and deliveries and provide new mothers with infant and child care education. PSD is currently working to increase the number of pregnant women enrolled in the program and welcomes referrals from other departments and agencies that serve low-income pregnant women.

A collaboration between PSD and the Transitional Assistance Department (TAD) provides outreach to

families receiving public assistance and increases work experience opportunities. Currently, approximately seventy-seven (77) TAD Work Experience (WEX) Workers are placed at PSD sites throughout the county. WEX Workers at PSD are provided with training in a variety of areas including clerical, janitorial and classroom aide. WEX Worker positions are still available at PSD sites throughout the county as well as the PSD Administration Office in San Bernardino, with opportunities to learn various job duties.



PSD and Children and Family Services (CFS) have partnered to reach out to foster families. PSD placed seven program generalists part-time at CFS offices to work directly with social workers to provide direct enrollment support for families interested in participating in PSD programs. Children aged 0-4 and pregnant teens, currently in foster care, are eligible to participate in Head Start or Early Head Start programs and

receive a variety of services and assistance with accessing resources.

The Head Start, Early Head Start, State Preschool and other programs that PSD administers provide no-cost educational, health, nutrition and social services to the County's most needy children and families. County departments and staff providing services to low-income families are encouraged to contact PSD for outreach materials or to request an overview of the programs PSD administers and services available to eligible children and families residing in San Bernardino County.

Program Development Division Update

PDD Announces Employee of the Year



Dannie Galligani is PDD's employee of the year for many reasons. He translates our forms, flyers and other documents to Spanish in a short turn around. Dannie helps anyone needing a conference room set up with computer, proxima and any other technical equipment as needed. Dannie works on preparing handbooks, Interim Instruction Notices to go on-line, along with forms catalogs, flyers, Forms & Procedures, What's New, and meta data. Dannie serves on a variety of committees: for example, the committee to evaluate and implement our software and training. To sum it up, Dannie has a high level of competency in skills and knowledge. His dedication to the job often exceeds normal expectations. Dannie is the type of employee any department would be very proud to have.

Marlene Goodell
Staff Analyst II

Department of Aging and Adult Services Update

Building a Bridge to Better Care

The San Bernardino County Department of Aging and Adult Services Long-Term Care Ombudsman Program celebrated its volunteers April 20 in the Terra Vista room at Shandin Hills Golf Club in San Bernardino. Each year, state-certified Ombudsman volunteers are honored for their tireless efforts advocating for residents and establishing professional relationships with care providers of long term care facilities. Annually, Ombudsman Program Manager Roberta Wertenberg celebrates the Ombudsman's team of volunteers by way of a recognition lunch including awards, music, games, and story telling. This is done to let them know how truly grateful the Ombudsman Program and all seniors residing in facilities are for their unceasing efforts on their behalf. This year's event was titled 'Building a Bridge to Better Care' to commemorate the success the Ombudsman Program has had building bridges between the Ombudsman, care providers, and residents.

"The program would not be as effective without them," says Roberta. She acknowledges and thanks them for their personal commitment to monitoring long term care facilities. These volunteers must first become state-certified. This requires 36 hours of classroom training and a minimum of 12 hours in the field with staff. After this training, they must agree to volunteer a minimum of 20 hours monthly for at least one year. Most of them commit to volunteer for longer because they enjoy providing such a vital role in helping seniors. Our hats are off to this exemplary group.

To put a label on these volunteers would

not do justice to their ranks. It is a diversified group of dedicated volunteers who have given their precious time and energy to the lofty cause of investigating and resolving complaints from seniors in skilled nursing facilities and/or residential care facilities for the elderly.

This year, the volunteers hold credentials and experiences that include registered nurses, an oral surgeon, retired teacher, former school administrators, scuba diver, Girl Scout Leader, former Broadway opera singer, hospital discharge planner, former Licensing Surveyor, realtor, state-licensed electrical contractor, computer programmer, retired clinical social workers, oil rig platform worker, former Board of Supervisor's Aid, professional musician, beautician, elected City Clerk, and a retired nursing home administrator.

To join these fine volunteers, you must be over 18, become state-certified, commit to at least one year in the field as a volunteer, and cannot have worked in a skilled nursing or residential care facility in the past year. To apply to join this team of volunteers, call 866-229-0284.



Caroline Von Flue receives recognition.

The following employees received service pins at the April 12, 2011 presentation. Each employee has served the County for 20 years or more.

Everyday Employees... Extraordinary Work

We extend our congratulations to the following employees:

30 Years of Service



Shown: Deborah Lerma, DBH

Not Shown: Ambre Carter, DPH; Christina Garot, HS Auditing; Freddie Hughes, PID; Irene Weaver, CFS; Katherine Watkins, LRQU; Linda Limon, TAD; Linda Ronk, CFS; Marceline Johnson, DPH; Vanessa English, TAD

25 Years of Service



Front: Francine Beedie, PDD; Marsha Van Camp, DAAS; Terrilynne Williams, TAD

Back: Theresa Brennan, DPH; Scott Rose, DPH; Susan Jennings, DPH

Not Shown: Beverly Lockhart, DBH; Carolin Rivera, PDD; Delores Robles, DPH; Eddie Powell, TAD

20 Years



of Service



Front: Eileen Enders, TAD; Madeline Rodriguez, CFS; Guadalupe Cisneros, DBH; Elizabeth Ryan, TAD

Back: Pamela Garcia, DBH; Sandra Gutierrez, DAAS; Patrick Doran, ITSD; Jo Cruz, DCSS



Front: Rebecca Madrid-Duran, DPH; Amelia Sanchez-Lopez, DPH; Sandra Medina, DCSS; Del Davis, DAAS/P.G.; LaShawn Blackmon-Lucas, DBH

Back: Christine McElhinney, DPH; Phillip Parra, DBH; Jim Rogers, CFS; Regina Dorman, PDD

Not Shown: April Gray, TAD; Beth Quinn, TAD; Brenda McCarthy, TAD; Claudia Toth, CFS; Cynthia Becker, TAD; Diane Stepp, CFS; Ivette Coronel, DBH; Koren Fuller, TAD; Norma Salgado, CFS; Paris Brooks, PDD

Employee of the Month



APRIL MALIKA BINNS

Site Supervisor II, Preschool Services Department

Malika has been employed with PSD for about ten years. Over the years, she has shown tremendous growth professionally and personally. Malika demonstrates a strong ability to achieve optimal levels of commitment to excellence and total accomplishment through a positive and proactive approach to productivity and desired results. Malika makes a strong impact at meetings and uses her communication skills to bolster the organization's image to convey a favorable impression.

Malika believes in self, focuses on core competencies, and excels in operational skills that maximize the organizational success and harmony. She seeks creative alternatives to developing feasible solutions to challenging problems, and is consistent, dependable and accurate in carrying out responsibilities to reach a successful conclusion. She promotes relationships of trust and respect, effectively blends personal goals with organizational objectives and is one of the most sincere contributors to the overall improvement of the department. Malika recognizes the power of information, and possesses an invaluable source of program knowledge. Above all, Malika is a charismatic leader and projects self-confidence, and enthusiasm.



MAY DEBBIE BOATMAN

Eligibility Worker Supervisor I, Transitional Assistance Department

Debbie is about to celebrate her 22nd year with the County. She started with TAD in 1989 and was first assigned to the Fontana office where she worked as an eligibility worker and one of the very first homeless assistance workers. She has also worked with CalFRESH, CalWORKs and General Relief programs. Her coworkers all enjoy working with her and only have wonderful things to say about her attitude and work ethic. Recently Debbie volunteered to assist the department in its Service Efficiency Initiative efforts by participating in both the PACE and Contact Center

workgroups, both of which have benefited from her experience and involvement. Debbie is active in her community as a member of the American Business Women's Association, and is a recipient of the Department's Employee Recognition Award (2010).



JUNE CLAUDIA FRYE

Veteran Service Representative I, Veterans Affairs

Claudia began her career with San Bernardino County in November 2008 after retiring from the U.S. Department of Veterans Affairs with 34 years on the job. Since then she has established a good rapport with the clientele she serves, helping them navigate the complex veteran's benefits system. Claudia has received accreditation as a veteran's service representative not only at the state and national levels, but from numerous service organizations including the American Legion, Military Order of the Purple Heart, and Vietnam Veterans of America. Claudia has a passion to assist those who cannot advocate for themselves due to unfortunate circumstances

or mental illness. She serves as an active and devoted member of the Orange County Chapter of the National Alliance on Mental Illness (NAMI), attending conferences and meetings as time allows. Although her children are grown, Claudia and her husband host foreign exchange students every year, exposing them to American culture and, in exchange, experiencing some of their worlds. Veterans Affairs is fortunate to have Claudia on our team.



Schedule of Classes

Offerings for July - September 2011

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
Performance Counseling Skills Supervisors Need – National University	07/06/11	31707	\$115	8:30 - 4:00
Performance Counseling Skills Supervisors Need – DPA Only	07/07/11	31708	n/a	8:30 – 4:00
Diversity & Inclusion: Frame by Frame – National University	07/13/11	31709	\$115	8:30 – 4:00
So, You Think You Want to be a Supervisor? – DPA Only	07/13/11	31710	n/a	8:30 – 4:00
Interviewing an Test Taking Skills – DPA Only – Victorville	07/19/11	31722	n/a	8:30 – 4:00
Writing for Clarity and Career – Two Days – National University	07/20-7/21/11	31748	\$185	8:30 – 4:00
Managing Your Emotions – National University	07/21/11	31749	\$115	8:30 – 4:00
Public Speaking Without Fear – DPA Only – Victorville	07/26/11	31750	n/a	8:30 – 4:00
CPR/First Aid	07/27/11	31834	\$65	8:30 – 4:00
Interviewing and Test Taking Skills – National University	07/28/11	31754	\$115	8:30 – 4:00
Coping With Difficult People – National University	08/04/11	31758	\$65	8:30 – 12:30
Time Management – National University	08/11/11	31759	\$65	8:30 – 12:30
Service is an Attitude – National University	08/16/11	31760	\$115	8:30 – 4:00
So, You Think You Want to be a Supervisor? – National University	08/17/11	31762	\$115	8:30 – 4:00
Interviewing and Test Taking Skills – National University	08/18/11	31763	\$115	8:30 – 4:00
Writing for Clarity and Career – Two Days – DPA Only	09/06-09/7/11	31764	n/a	8:30 – 4:00
Diversity & Inclusion: Frame by Frame – DPA Only	09/08/11	31765	n/a	8:30 – 4:00
Training for Maximum Impact – Two Days – DPA Only	09/21-09/22/11	31766	n/a	8:30 – 4:00
Time Management – DPA Only	09/27/11	31767	n/a	8:30 – 12:30
Conflict Resolution – DPA Only	09/29/11	31768	n/a	8:30 – 4:00



Computer Classes - Class Name	Date	Locator #	Fee	Time
Excel 2007 Introduction – DPA Only	08/02/11	31993	n/a	8:30 – 5:00
Excel 2007 Introduction	08/03/11	31821	\$115	8:30 - 5:00
Word 2007 Introduction	08/04/11	31825	\$115	8:30 - 5:00
Power Point 2007 Introduction	08/17/11	31828	\$115	8:30 - 5:00
Word 2007 Intermediate	08/24/11	31826	\$115	8:30 - 5:00
Excel 2007 Intermediate – DPA Only	08/25/11	31994	n/a	8:30 – 5:00
Computer Classes - Class Name	Date	Locator #	Fee	Time
Excel 2007 Intermediate	08/30/11	31822	\$115	8:30 – 5:00
Word 2007 Intermediate – DPA Only	09/13/11	31980	\$115	8:30 – 5:00
Excel 2007 Advanced – DPA Only	09/14/11	31996	n/a	8:30 – 5:00
Excel 2007 Advanced	09/20/11	31823	\$115	8:30 – 5:00
Word 2007 Advanced	09/28/11	31827	\$115	8:30 – 5:00
Classes for Supervisors - Class Name	Date	Locator #	Fee	Time
Fundamentals of Supervision I (5 days) - National University *You may be eligible for ARRA-paid tuition; Use the "Information for new and current managers." link on the PERC website.	08/02, 08/03, 08/16, 08/24, 08/30/11	31829	\$650	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