



# Human Services Connection

CN • DAAS • PSD • DCS • DCSS • PERC • TAD • VA



## Administrator's Message

Linda Haugan, Assistant County Administrator for Human Services



I want to start off this article by congratulating Cathy Cimbalo, Department of Children's Services Director, on her retirement in March. She has dedicated 32 years to the County, protecting children and helping families. She will be missed by staff members and colleagues who have gotten to know her over the

years. We all wish her a happy and healthy future.

Ron Wright, Business Application Manager for ITSD, has also retired after 35 years of dedicated service. Ron has seen many changes in technology during his career. I'm glad that he will now have time to play his beloved golf for many years to come.

I also want to congratulate DeAnna Avey-Motikeit on her promotion to Children's Services Director. Her career with the County has now come full circle. DeAnna began with the County as a Children's Services social worker in 1988. She became a supervisor in the department in 1990 and then went on to managerial positions in several other departments, including Deputy Director for the Department of Aging and Adult Services and most recently the Assistant Director of the Department of Behavioral Health (DBH). She has a breadth of experience in both policy making and leadership, which suits her ideally to this position. Help me welcome DeAnna to our Human Services team.

In other news, the Governor released his proposed budget as he does every year in January. Other than some much unexpected policy proposals for CalWORK, the budgets for most of our programs remain the same as last year. You all know by now that means a decrease in funding because of the increased costs of doing business (retirement, workers comp, utilities, fuel, etc.). CWDA is making a big push this year for the state to acknowledge that not giving us more money to pay for increased costs is tandem to budget cuts. Don't know why the state doesn't get that concept. But we'll see what happens in the May revise and then the final budget.

In news closer to home, Supervisor Josie Gonzales is rekindling interest in tackling the homeless issue in our County. Allan Rawlands, DBH director, is funding

a County homeless coordinator position to help with this effort. Since November, several critical tasks have been accomplished. Supervisor Gonzales has engaged San Bernardino city Mayor Morris to consider this issue a priority and has requested the Board of Supervisors to empower the county Homeless Coalition to solve this problem through an official board action and has requested Community Action Partnership (CAP) to participate as a partner in this effort.

A group of us, including Supervisor Gonzales; Mayor Morris; Allan Rawlands, DBH; Dave Larsen, Community Development Department; and CAP staff went to Los Angeles to look at two homeless shelters – Pathmall and the Weingart Center on skid row. We will also be reviewing some homeless models in Orange County. You will be hearing more about this process in the coming months.

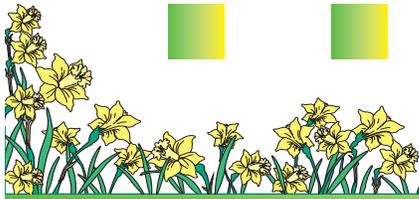
As we start 2007, let's make it another productive and exceptional year.

*Until next time . . .*

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# Editor's Corner

*Cynthia Malvin, Media Specialist*



Do you have your jackets, umbrellas, snow boots and shorts out? Then you would be like every other typical household in Southern California since the beginning of 2007. Mother Nature exposed us to all of the elements: sun, rain, cold, snow and plenty of wind. If you weren't a believer in global warming, or maybe even El Niño, you might have changed your mind. The outcome of January's freezing temperatures kept the county busy from water pipes breaking to finding shelter and safety for the homeless, disabled, and elderly.

This issue of the HS Connection once again shows how each of the Human Services departments contributes to our community and its employees.

# PERC Update

## Online Information Technology Security Course

The County is providing an on-line information technology security course to employees in an effort to protect the security of its information and systems. The course will be organized by PERC (Performance, Education & Resource Centers) and available on any County network-connected computer station. County staff will be able to complete the course based on their own time schedule while an automated record will keep track of their status and completion of the course. PERC will begin rolling out the class to all departments this year and will work with department coordinators to arrange classes.



# Public Service Recognition Week



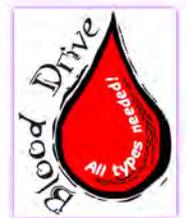
May 7 – 13, 2007, is designated Public Service Recognition Week and is a nationwide celebration honoring the men and women serving America as federal, state and local government employees. Each year the San Bernardino County Board of Supervisors presents Awards for Excellence to County employees who are selected by their department for their unwavering services to the county and its citizens. These employees exemplify the principles articulated in the County's mission, vision, and values, as well as Service FIRST. This year the County will host the 18th Annual Awards for Excellence on Tuesday, May 8, 2007, at the Board of Supervisors Chamber. Each department has the opportunity to select one employee to recognize. Will it be you?

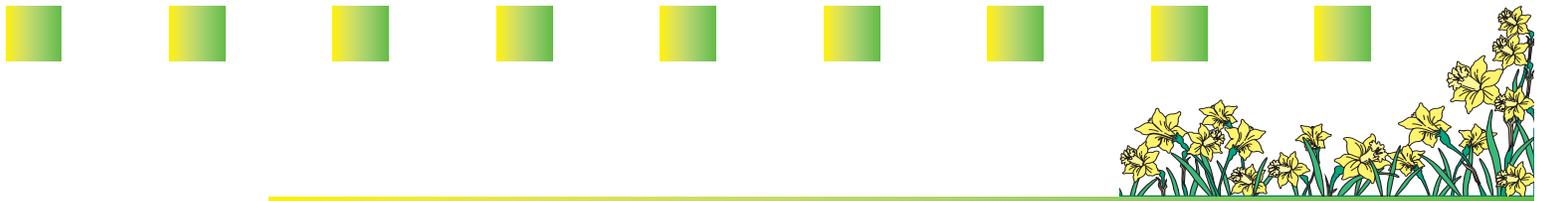
# HS Blood Drive – Mark Your Calendars!

The Human Services blood drives for 2007 will be held on the following dates:

- March 28
- July 25
- October 24

The County's blood supply is at an all time low with less than one day's supply available. All blood types are needed. For more information, call the Blood Bank of San Bernardino at (909) 885-6503.





# Children's Fund Update

Rebecca Stafford, Executive Director



## Ensuring That At-Risk Children In Our Community Receive Life's Essentials

Six years ago I responded to an opportunity to work for Children's Fund and become a part of a team whose mission statement touched that most

intimate place within each of us ... my heart! At the time, I knew that the organization was unique in inception, acted as a safety net for the County of San Bernardino's at-risk population of children, and that they had a remarkable reputation for accomplishing the unexpected.

Today, in moments of reflection as a leader, an advocate, and a humanitarian, my thoughts are drawn to the three visionaries who made the impossible a reality: California's first public-private partnership supported by a Human Services system of care, Children's Fund, Inc. What must it have felt like for then Juvenile Court Judge Pat Morris; Jack Brown, Chairman of the Board, resident and Chief Executive Officer of Stater Bros. Markets; and 5th District Supervisor Bob Hammock as they stood together to chart the course for a fledgling nonprofit organization whose goal was to "make a difference in the lives of children at risk?" While at the time their options and resources were limited and the immediate need

enormous, these three impassioned spirits determined that nothing less than success for "our" kids was acceptable!

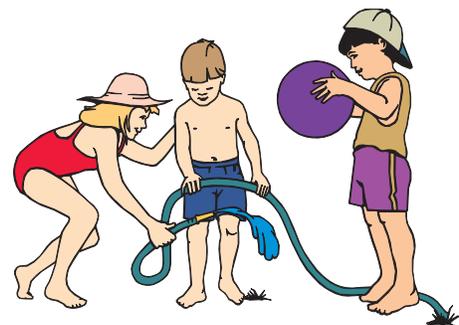
Now twenty years later, as Children's Fund celebrates this milestone of extraordinary accomplishments, I can imagine what it was like for our founding fathers to embrace the opportunity at hand, as we together embark upon and chart the course for the future of San Bernardino County's most priceless and vulnerable citizens of all ... its children!

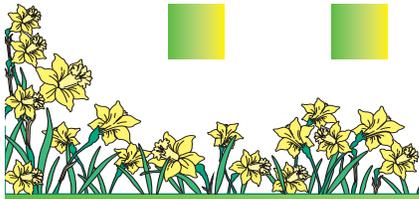


Thanks to thousands of caring individuals throughout our county, we have collectively been empowered to effect change and make a difference in the lives of **more than one million children**, and we have raised to date in excess of 16 million dollars! Since

July 1, 2007, we have assisted, through our Daily Referral Program, more than 3,000 children. Additionally, during our 18th Annual Celebration of Giving Campaign, we were able to make the holiday season a brighter one for 36,306 children! A big thanks to all of you who helped make this possible through your generous donations and volunteerism.

***With heartfelt gratitude for all your support ... Past, Present and Future!***





# Children's Services Update *Angela Stangle, Program Specialist I*



## Wraparound

Providing new and innovative services to the families, youth and communities we serve has always been a focus of the Department of Children's Services. Working with families

and encouraging them to be a part of the decision-making process when determining the services that will best meet their needs is a positive component of our service delivery. Wraparound services are one method that is being utilized to meet the needs of the youth and families.

Wraparound is a creative way to utilize foster care money and return the child to his/her family and community. The focus of the program is to provide individualized services and support to the children and families that are participating in the program. Children who are currently placed or at risk of being placed in a group home at a rate classification level of 10 to 14, and meet certain criteria, can benefit from the program.

The program is a family-centered, strength-based, needs-driven, team-based approach. The family assists in determining the team members and developing an

individual child and family service plan that is utilized to provide family-specific services. This plan can be updated any time as necessary. The program shows how families, the County, contracted providers and the community can work together to meet the needs of an individualized program. The contracted Wraparound provider is available 24/7 to the families.

Based on the 1998 Senate Bill 163, a pilot program was created and implemented in 2002. Due to the expanse of San Bernardino County, the pilot first focused on the city of San Bernardino and lasted for three years. Due to the success of the pilot, services were expanded to the other regions and are currently being offered countywide. There are five Wraparound providers located in different regions of the county.

Currently, Wraparound is actively serving 103 children and their families countywide. A positive outcome of Wraparound is a decrease in the number of group home placements in rate classification levels 10-14. The program is interdepartmental and referrals can be made by caseworkers in the Department of Children's Services, Department of Behavioral Health and the Probation Department. Each department has its own referral process and caseworkers should check with their department on the steps to make a referral.

### Twentieth Annual Adult Protective Services Multi-Disciplinary Team Conference

## “Shaping Trends for an Aging America”

May 21, 2007

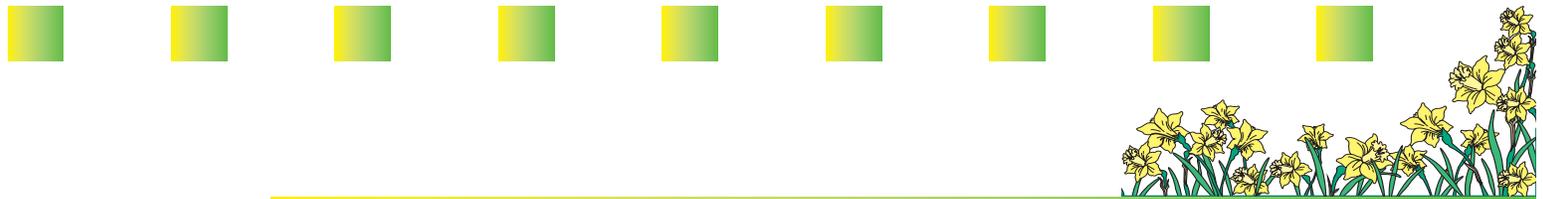
DoubleTree Hotel

222 N. Vineyard Avenue, Ontario, CA

8:00 a.m. – 4:00 p.m.

Contact Glenda Jackson: (909) 891-3902

CEUs will be available for social workers and nurses.



# The Epitomy of Visionary Leadership



Cathy Cimbalo

March 15 will mark the end of a remarkable career with San Bernardino County for Cathy Cimbalo, Director of the Department of Children's Services. Cathy will retire 32 years after beginning her career as a social worker

in the Adoptions program following graduation...and being named "Outstanding Social Work Student"... from San Diego State University with her masters degree in social work. What followed was a steady ascent from line worker and supervisor through middle and upper management to department director in March 1999.

Throughout her career, Cathy consistently demonstrated a high level of personal commitment to the County, departmental goals and the inherent values of child welfare services. Among these values are: children have the right to have their basic needs met; children are best raised in safe, family settings; people should be treated with respect, honesty and dignity and are best served by participating in decisions which impact their lives. Under her leadership, DCS staff were expected to demonstrate these values and embrace innovative practices in the field.

Cathy's legacy is sure to endure. She is responsible for DCS's shift from a strictly child protective philosophy to more inclusive family and community oriented approaches. This effort began shortly after she became director with the development of the department's "Statement of Direction," a set of principles and a long range plan to empower families, partner agencies and communities to assist with efforts to strengthen families and keep children safe. Cathy

subsequently led the department to a greater degree of collaboration and developed a broader array of quality services. DCS has formed strong collaborative relationships with partner agencies including schools, Public Health, Probation, Department of Behavioral Health and many community-based organizations. San Bernardino County DCS has implemented promising practices and initiatives which are sanctioned by leading human service organizations (Annie E. Casey, CWDA, Stuart Foundation, etc), national and state legislators and the local community. These initiatives include Family to Family, Wraparound, Kin Support Services, Family Group Decision-Making and a focus on outcomes and accountability.

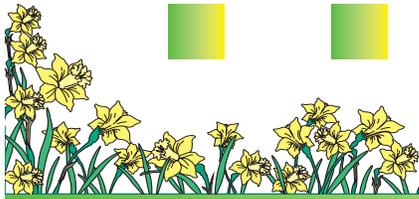
Due to the shift in philosophy, collaborations and attention to efforts to improve outcomes for children, families and communities, DCS has achieved positive and impressive results under Cathy's leadership. The department has seen a decrease in group home placements, fewer children removed from their homes, more children placed within their own communities when removal is necessary, increased adoptions and guardianships (permanent placements) and increased trust and willingness among families and communities to team with departmental staff. Proudly, the Department of Children's Services has implemented all of the prescribed initiatives and promising practices which are designed to improve the quality of lives of our families.

As her direct involvement with child welfare services comes to a close in San Bernardino County, Cathy Cimbalo should be honored and acknowledged for a job well done. Many, many thanks to her for the contributions she has made to child welfare services, children, families and the communities.



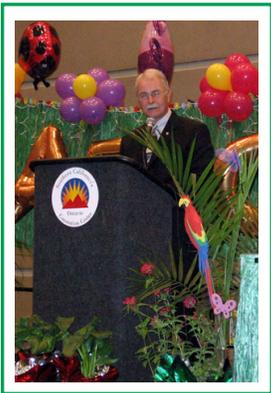
*"Talent is cheaper than table salt. What separates the talented individual from the successful one is a lot of hard work."*  
— Stephen King





# 9th Annual Adoption Finalization Day

The pitter-patter of little feet echoed throughout the halls of the Ontario Convention Center on November 29, 2006. Boys in suits and ties chased one another and girls in beautiful dresses with bows watched quietly on the side. The main room was filled with jungle-and frog-themed balloons like a giant inflatable zoo.



The Ninth Annual Adoption Finalization Day, themed "A Leap of Love," was held by the Department of Children's Services and the Juvenile Dependency Courts. The County conducts about 500 adoptions each year, but the November celebration is the largest and most memorable. Claire Cunningham, Manager of Child Welfare Services, introduced the judges that would preside over the day's adoptions and joyously welcomed all to a day outside of court. Presiding Judges Larry W. Allen and James C. McGuire took the opportunity to step outside the courts and congratulate the families, wishing them the best on their new adventures. Next up to the podium were guest speakers adoptee Stephanie Regina Salas and Fourth District Supervisor Gary Ovitt, who shared their emotional adoption experiences with the audience of family and friends. To further inspire the audience, the Department of Children's Services staff sang "I believe" while children bashfully lip-sanc along, followed by a performance from Jehue Middle School's band.



Fifty-four families and eighty-nine foster children, ranging in age from 10 months to 16 years, waited anxiously to be called into one of the informal court rooms to sign adoption papers finalizing their family union. After entering the court room, the families were sworn in and the proceedings began. The judge explained to the adoptive families the important lifetime commitment they were taking on and the joys and triumphs to come. They were then asked to confirm their wishes of adopting the child and handed the final adoption paperwork. The adopted child was given a teddy bear and an adoption certificate finalizing his/her long journey.



Once the tears of joy set in, the newly formed families captured the day's memories taking part in professional family photos and fun time crafts. Eighty-nine more children from San Bernardino County now have a permanent family to love.





# Child Support Services Update

## Child Support Hosts License Release Day

On Saturday January 20, 2007, the Child Support Services Department held a special license release event at the office in Loma Linda. The event was directed toward clients whose state-issued licenses have been suspended for failure to pay child support. Licenses include those issued through the Department of Motor

Vehicles and the Department of Consumer Affairs.

Clients were given the opportunity to discuss their circumstances, make a payment, and facilitate the release of their license. Caseworkers were also available to help clients better understand the child support enforcement process and to work out payment plans for past-due support.

One client traveled from Bakersfield to obtain the release of his driver's license. The custodial party on his case saw the ad published in the Victorville Daily Press

and contacted him. She helped him arrange to take a bus to Barstow on Friday night, then drove him to Loma Linda on Saturday for the event. He cares for his elderly parents and does not have a job. A child support officer negotiated an affordable monthly payment plan. After receipting a payment, a release of his driver's license was issued.

It is the goal of the Child Support Services Department to establish fair and appropriate orders based on actual income while partnering with both parents whenever possible. The license release day gives the department the opportunity to assist parents in meeting their financial responsibilities, particularly those who have difficulty contacting the department during weekdays.



Lily Mu-Lorenzana, Leah Bulf, Randy Dancer contributed to the event and this article.



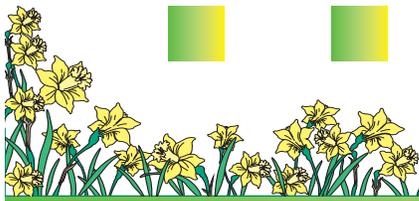
## DCSS Supports the Combined Giving Campaign

*Susanne Kulesa, Staff Training Instructor*



Child Support Services participated in the 2006 Combined Giving Campaign with enthusiasm. Campaign coordinators ambitiously set the department goal above the 5% increase suggested for the County as a whole. Child Support staff participation in the payroll deduction donation program rose from 13% to 25%. The second goal of increasing the amount of per paycheck deductions by 25% was surpassed when staff increased the dollar amount of per paycheck deductions by an unbelievable 180%.

Even more outstanding was the individual response to the campaign. Fundraising efforts by Child Support Services staff raised over \$5,700 to be donated to children's and firefighters' charities! We are extremely proud of the kindness and generosity displayed by our staff!! We take seriously the commitment to serve the families in our communities.



# Children's Network Update

Susan Taylor, Staff Analyst I

## Ninth Annual Shine a Light on Child Abuse Prevention Awards Breakfast



April 2007 is Child Abuse Prevention Month as proclaimed by the state and federal government to promote community involvement in preventing child abuse and neglect.

San Bernardino County's Children's Network, the Children's Fund, First 5 San Bernardino and Arrowhead Regional Medical Center are collaboratively sponsoring the "9th Annual Shine A Light On Child Abuse Prevention" Awards Breakfast on March 22, 2007, at the Ontario DoubleTree Hotel from 7:30 to 9:00 a.m. The awards will honor many dedicated, compassionate and skilled individuals devoted to protecting the children in San Bernardino County. Our Lifetime Advocate being honored this year is Cathy Cimballo, Director of Children's Services. Tickets to the event are only \$10 and can be purchased by contacting the Children's Network at (909) 387-8966. Join us in supporting these individuals that go above and beyond in their daily lives for the children.

The Awards Breakfast will kick off the Annual April Campaign, which is intended to increase awareness of child abuse and prevention throughout the entire County of San Bernardino. The statewide theme for this year's campaign is "It Only Takes a Minute," and the message is for all of us to get involved, to step in when a parent needs assistance. Materials on positive parenting, bookmarks, posters, wristbands and lapel pins will all be available the end of March and are free of charge, so please visit the Children's Network office for your supply.

See you at the Awards Breakfast!

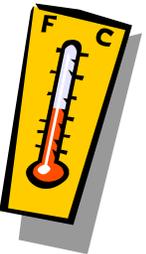


## The San Bernardino County Freeze of 2007

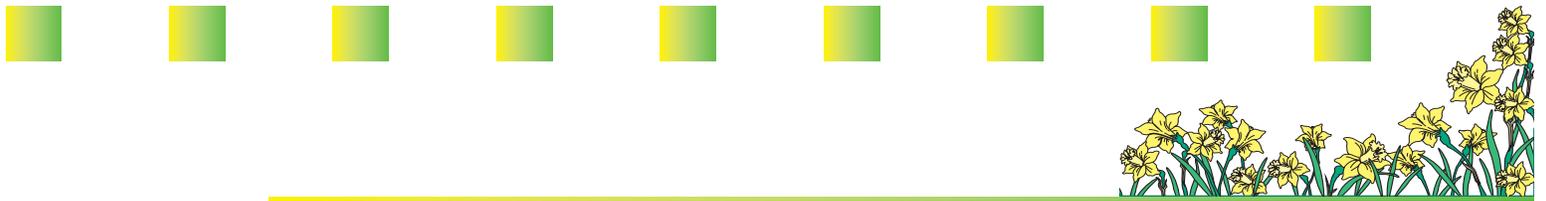
Board of Supervisors Chairman Paul Biane declared a local emergency on January 17 due to damages from the extremely low overnight temperatures which began January 11. The freezing temperatures caused losses of over \$11 million in agriculture, \$578,320 in damage to 148 residences and 214 business, and \$69,564 in damage to 19 public facilities, including the Barstow and Victorville courthouses and the County office complex in the Big Bear Valley. The County declaration was sent to the State Director of Emergency Services and the Governor.

The Department of Aging and Adult Services (DAAS) did not hesitate to verify the safety of its at-risk clients when the cold weather hit the county. As with the July heat wave, social workers in Region One contacted 344 of their at-risk clients in Victorville, Barstow, Needles, and Yucca/Morongongo Valleys the

week of January 15. No emergency services had to be administered, and staff referred clients to resources available in the area.



The Community Action Partnership of San Bernardino County (CAPSBC) joined state and local emergency and health officials in assisting the poor and other vulnerable populations prepare for the extreme January weather conditions. CAPSBC provided sleeping bags and blankets to cold weather shelters to accommodate the overflow of clients and, with the support of local agencies, made arrangements with local motels to provide temporary shelter to families and individuals without shelter. These agencies also helped to provide portable heaters for households without operating heating systems.



# Preschool Services Update

Ron Griffin, Executive Director



## Families First

Many people assume that the Preschool Services Department is just about child development. This is true to an extent, but it also misses the mark. It's true

that our program serves disadvantaged families with children from the ages of 3 to 5. The operative word in this equation, though, is families.

We believe that the family is the most fundamental factor influencing the lives of children. Aside from educational needs, children also need an emotionally healthy home environment combined with stable and reliable relationships with adults and caregivers. In short, if you strengthen families, you automatically strengthen children.

What most people don't know is that self-sufficiency for our families is a significant focus for our agency. The reason for this is that the majority of our families are below the federal poverty guidelines, and we know that family poverty is a major risk factor to our children's well being.

Studies show that children who live in poverty are more likely to have academic difficulties, less likely to graduate high school, more likely to have lower incomes as adults, and more likely to end up in jail than children from families who are economically secure.

For this reason, our agency strives to empower families by providing access to services and resources responsive to their needs, including: opportunities for continuing education, employment training and job placement services. These services are actually mandated by our federal funding source.

This mandate also requires us to address the barriers to self sufficiency with emergency or crisis assistance in areas such as food, housing, clothing, and transportation, and appropriate interventions for mental health issues that place families at risk, such as substance abuse, child abuse and neglect, and domestic violence.

Given the fact that we only have our children for a short time, it's imperative that we combine obtaining employment and higher education for the entire family with our school readiness efforts for children.

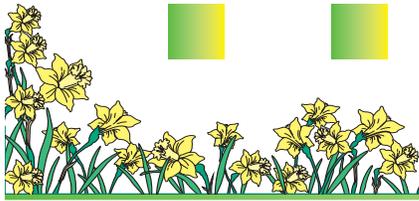
If our families come to us in poverty and leave us in the same condition, what have we really done to improve their lives? We believe that encouraging economic self sufficiency is the best thing we can do for our families and ultimately our children. It all comes down to what Donald Kendall said so eloquently: "The only place where success comes before work is in the dictionary."



*"When I approach a child, he inspires in me two sentiments: tenderness for what he is, and respect for what he may become."*

— Louis Pasteur





# Aging & Adult Services Update

## Advocates for Seniors

The population of seniors 85 years and older is rapidly increasing. As a result, licensing of residential care facilities is the fastest growing business in the nation. San Bernardino County alone has approximately 241 residential care and 54 skilled nursing facilities and counting.

The San Bernardino County Ombudsman Program provides free and confidential services to residents of long-term care facilities and is responsible for protecting their health, safety, welfare and rights. The program is currently comprised of 28 state-certified Ombudsmen, and approximately seven contract and County employees. Its undersized staff receives an average of 125 complaints per month and serves over 12,600 residents in long-term care facilities from its offices located in: San Bernardino, Joshua Tree, Victorville, and Ontario. The San Bernardino office handles all incoming complaints between the hours of 7:00 a.m. and 5:00 p.m. After hours, the phones are transferred to the State of California's crisis line for continuous, 24-hour service.

**To report a complaint about a local skilled-nursing or long-term care facility, call (800) 231-4024 24 hours a day**

Roberta Wertenberg is a state-certified Ombudsman and Coordinator /Manager of the County of San Bernardino Long Term Care Ombudsman Program. If you are interested in volunteering as an Ombudsman with the County of San Bernardino, please

call (909) 891-3928 for information.



### What is an Ombudsman?

Ombudsmen are state-certified volunteers who are trained to identify, investigate, and resolve complaints related to a decision, action, or inaction that may adversely affect the well being of residents in long-term care facilities. Ombudsmen ensure that residents' rights to services and certain freedoms are readily accessible.

**“Some residents of long-term care facilities don’t know their rights, like having access to a phone, or having sufficient food. It is those simple things we often take for granted, and residents are sometimes scared to ask for,”** stated Roberta. An Ombudsman’s responsibilities are extensive and also include:

- monitoring facilities.
- assisting with health care decision-making.
- holding licensing agencies accountable for investigative matters.
- informing residents of their rights.

- identifying and reporting elder abuse.

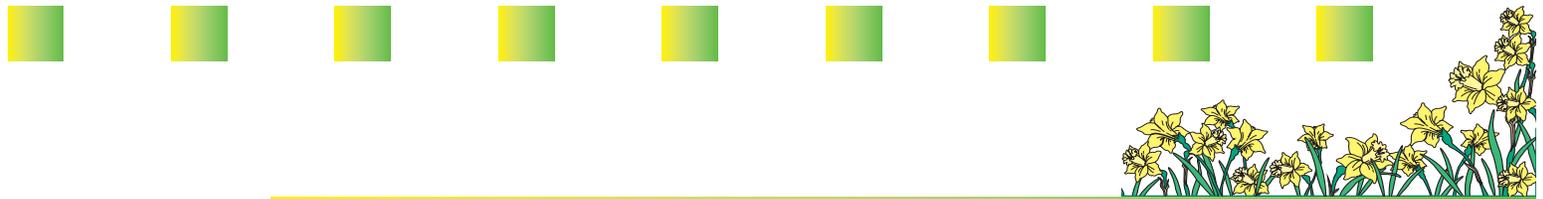
Seniors tend to believe once they reside in a long-term care facility they are at the mercy of that facility, thereby losing their freedom and rights.

### How to Become a Certified Ombudsman

You can ensure the best quality of care is delivered to seniors in long-term care facilities by volunteering as a state-certified Ombudsman. All volunteers attend 46 hours of training and mentoring before becoming certified. Once certified, they are assigned to a skilled-nursing or residential care facility in San Bernardino County based on their preferences and individual skills. Currently, California is the only state that requires Ombudsman volunteers to fulfill all mandates. Handling certain mandates, like physical and sexual abuse, can be difficult and emotionally draining for some volunteers. Roberta Wertenberg, Program Manager, mentions proudly though, “I have noticed the volunteers that work for the program have lived much healthier and happier lives since they advocate for a good purpose, while remaining socially active in the community.”

Volunteers are recognized for their contribution to the program. An Ombudsman of the Year award is presented every June, along with other special recognitions and celebrations throughout the year. This year’s Ombudsman of

*continued on page 11*



## Advocates for Seniors *(continued)*

the Year award was given to a married couple, Bill and Diane Moore, who continually contribute 50-80 volunteer hours per month to the program. There are currently three sets of married couples volunteering as Ombudsmen, each dedicating an average of 80 hours per month. Two of the twenty-eight current volunteers are outstanding County employees who dedicate their flex Fridays and weekends to the program. "Most volunteers are doing the job for altruistic reasons and want to advocate for change," Roberta stated.

The goals for the program are to further develop and expand the mentor and volunteer programs. Roberta hopes to expand the volunteer base to 40 certified Ombudsmen for more efficient handling of the volume of complaints received. The largest number of volunteers in the

Ombudsman Program, according to long-time staff member Barbara Davis, was 60.

### **Certified Nurses Assistants (CNA)**

The Ombudsman Program and the Red Cross perform bi-monthly training to approximately 500 CNAs per month. "It is a good feeling to work with people who are committed to the idea of caring for the elderly;" Ms. Wertenberg continues, "Training the CNAs is most rewarding because it takes on a preventative approach, whereas most of what we do is re-active." Training includes an age-enhancing process. CNAs are placed in a wheelchair with thick eyeglasses on their face, cotton balls in their ears, and weighted gloves on their hands to experience diminished mobility, sights, and sounds. This demonstration helps them better understand the

conditions most long-term care seniors may face or currently are in. More importantly, the CNAs are trained on what constitutes elder abuse and how to report it. The State of California places additional requirements on the Ombudsman Program, including that of investigating abuse occurring in a nursing home setting, that other states do not.

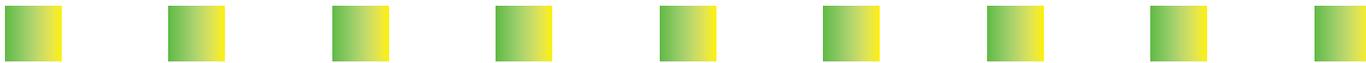
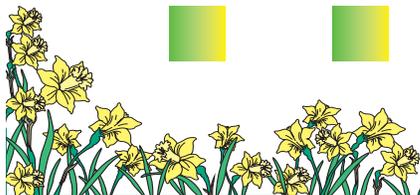
The program, which is administered by the Department of Aging and Adult Services (DAAS), receives tremendous support from DAAS Director Colleen Krygier and Deputy Director Jane Adams. Both women contribute greatly to the program's overall efficiency and success.

**Serving A Diverse Community \$65  
Service Is An Attitude \$115**



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classes from the convenience of  
your computer...PRICELESS**



### **ADULT PROTECTIVE SERVICES**

Report suspected or known elder abuse in a home setting

1 (877) 565-2020

### **CALIFORNIA ATTORNEY GENERAL'S OFFICE**

Request "The Financial Abuse of Seniors" pamphlet via fax:

(916) 327-2384

OR visit them online at:  
[www.safestate.org](http://www.safestate.org)

### **SAN BERNARDINO COUNTY DISTRICT ATTORNEY'S OFFICE**

For more information on fraud and identity theft, call

(909) 387-8309

### **DO NOT CALL REGISTRY**

Reduce telemarketing sales calls. Register your phone number on the "DO NOT CALL REGISTRY" at

1 (888) 382-1222

OR online at [www.donotcall.gov](http://www.donotcall.gov)

*Share this information with your family, friends and neighbors!*

# The Financial Abuse of Seniors

Financial abuse can happen to anyone, and the results are devastating. Financial abuse of seniors occurs when a person or entity takes, appropriates, or retains real or personal property belonging to an individual 65 years of age or older, for wrongful use or with the intent to defraud.

Seniors are targets for corrupt telemarketers, lottery scammers, con artists and worse yet, unscrupulous friends, family and caregivers. Seniors are valuable to thieves because they have spent their lifetime earning their savings. The majority of wealth in the nation currently resides in seniors 65 years and older. In this article, we will identify the different types of scams that seniors are prone to encountering.

"One-of-a-kind" scams occur when a con artist sells a valuable, one-of-a-kind item/offer that you can't pass by, using statements like: there are only three winners in the country; it's a no-lose situation; an opportunity you can't miss. Con artists tend to use similar tactics to commit their crimes by establishing a sense of urgency.

PRIZES AND SWEEPSTAKES scams generally inform the consumer they are an "instant winner" or have "already won" something valuable. To claim their "prize," consumers are asked to pay a fee or purchase merchandise, only to find a prize never existed or is worth less than the money paid.

\*Warning signs of these types of scams include:

- Fake checks that DO NOT clearly state it's "non-negotiable" or has "no cash value."
- Mail requiring you to buy something to enter a sweepstakes, contest, or to receive future sweepstakes mailings.
- Oversized direct mail personalized with your name, stating potential/actual winner status.
- Direct-mail pieces with statements from previous winners on how their life has changed due to the wonderful prize or sweepstakes money.
- Telemarketers calling your home to advise you of your winnings, and mention a cashier's check/credit card number is needed to pay for handling fees/delivery to claim your prize.

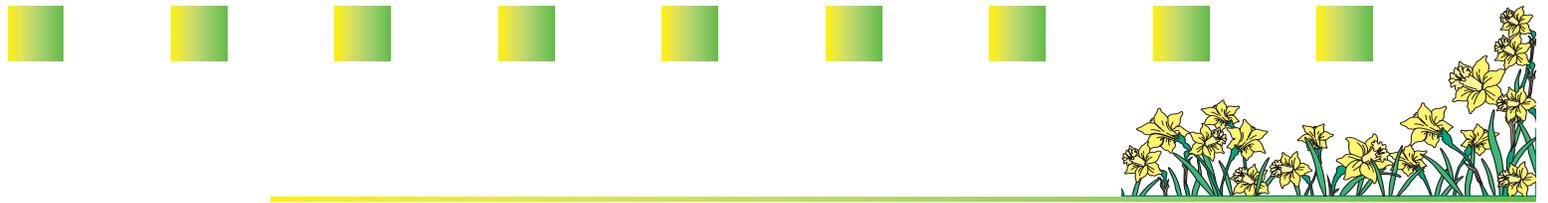


\* Prizes in legitimate contests or sweepstakes never require a fee, taxes or money to increase your odds of becoming a winner.

LOTTERY SCAMS usually involve contacting the consumer via phone, email, or mail to notify the consumer as having won a particular sum of money. Consumers are persuaded to pay wire transfer fees or taxes to collect their winnings, oftentimes being asked for a credit card or bank account number to transfer funds directly. Con artists may approach you in parking lots with a "winning lotto ticket" and ask you to provide good faith money up-front until the "winning ticket" is cashed.

HOME IMPROVEMENT scams are often committed by individuals/groups that go door-to-door offering home improvement services. These con artists are experts at convincing

*continued on page 13*



## Financial Abuse of Seniors *(continued)*

seniors to agree to home improvements whether they are needed or not, often lowering prices if the consumer agrees to have the work done immediately. Often, the victim later discovers the work was not completed or done with poor materials. Unfortunately, these scammers are hard to catch since many of them are transient, moving among neighborhoods, cities and even states. Following are some warning signs of a potential scamming person or group:

- Arrives at your door unannounced to solicit business
- Treats you like a friend, and says they have been working in the neighborhood
- Appears to be an expert by pointing out flaws; tells you it's dangerous if it's not fixed now
- Gives you a one-day-only quote
- Talks fast, presses for an instantaneous decision and requires cash up front
- Shows up at your home right before winter/summer wanting to inspect your heater or air conditioning unit before the season changes

You can obtain a list of reputable, licensed contractors from the Contractors State License Board and check their status with your local Better Business Bureau.

Using familiarity, FAMILY, FRIENDS AND CAREGIVERS may exploit seniors financially. These con artists may build a relationship with the senior, agreeing with what they say, or sharing something in common with them to gain their trust. The senior then feels more comfortable with the individual and becomes vulnerable to being scammed. (e.g. buying over-priced or unnecessary products; letting a caregiver use an ATM card) Following are some of the warning signs:

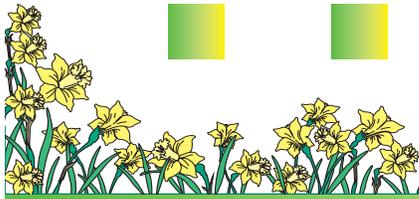
- Expressing an unusual interest in a senior's financial affairs
- Sudden appearance of expensive merchandise, when the person has no means of financial support
- Reluctance to spend money for the medical needs or well-being of the senior
- Changes in the senior's bank account activity, including additional authorized signatures
- Unexplained disappearance of valuable possessions or funds
- Appearance of a stranger who begins a new friendship with a senior and offers to take care of his/her finances or assets
- Abrupt changes in a will or other financial documents



Other popular scams and fraud are:

- Identity Theft – Sale or use of a consumer's personal information for financial gain, purchases, obtain credit, etc.
- Predatory Lending – High-interest loans loaded with excessive fees the consumer cannot pay off.
- Living Trusts – Free seminars that pressure consumers into purchasing unnecessary trusts/annuities.
- Investment Seminars/Financial Planning – Offer is appealing and unrealistic investment advice.

*\*Information in this article was taken from, "The Financial Abuse of Seniors," California Attorney General's Office, Crime and Violence Prevention Center.*



# Employee of the Month

## January – Regina Dalton, Human Services Administration/ASD



Regina began her County career at Building and Safety as a Clerk III in 1987 and joined ARMC in 1988. In 1999 Regina was promoted to Staff Analyst I in Risk Management and in 2001 advanced to Staff Analyst II with the Human Services Administrative Support Division in the Contracts Unit.

Regina is responsible for administering procurements for services; negotiating, writing, and amending contracts; and monitoring contract performance. While part of the Human Services team, Regina has supported a variety of County departments' contracting needs. A few examples of the many projects she has successfully completed are: the procurement for therapeutic services for the Department of Behavioral Health, nutrition providers for the Department of Aging & Adult Services, and training providers for the Performance, Education & Resource Centers.

Regina is a knowledgeable, professional and approachable employee who regularly demonstrates her dedication to providing excellent customer service. She has a bachelors degree in music and a masters degree in public administration. Regina lives in Apple Valley with her husband Jeff.

## February – Brenda Sala, HS Auditing

Brenda Sala began her County career with HS Auditing in September 2000 as a Fiscal Clerk I, working in various units. She is currently a Fiscal Specialist and acts as lead worker on the Recovery and Reconciliation Team. Brenda has taken charge of the \$8 million tax intercept process, which includes coordinating the distribution of large tax lists among staff for receipting into the C-IV system.

Brenda provides excellent customer service in person and on the phone. Her pleasant demeanor is why she never loses her cool even with difficult customers. She has an excellent rapport with staff and is well-liked and respected. She makes decisions based on knowledge and good judgment. Brenda is self-motivated and always looking for ways to improve her skills and abilities by attending classes through PERC or formal education. Brenda enjoys being the Walking Club Coordinator and an active member of the EHAP-sponsored Lifestyle at Work – Wellness Program at the Hospitality Lane location where she works. Brenda welcomes a challenge and looks forward to future growth in the County. Brenda currently resides in San Bernardino with her daughter.



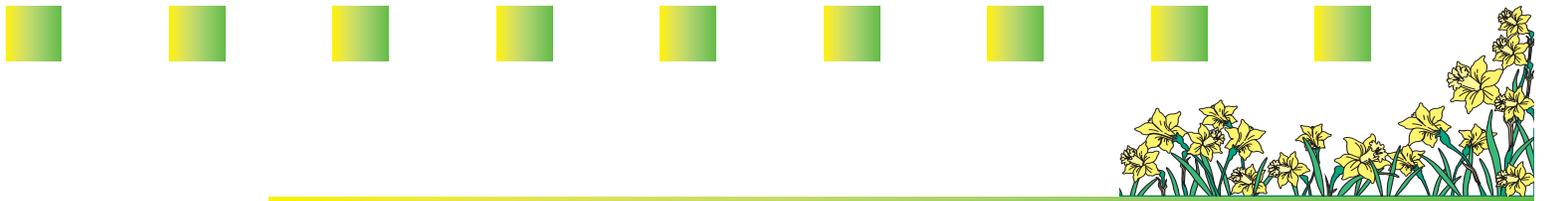
## March – Tiffany Rodriguez, Child Support Services



Tiffany began her career with Child Support Services in April of 2000. As one of the department's most dedicated caseworkers, Tiffany has made many valuable contributions in several areas of child support.

In October 2005, Tiffany served as the lead worker in the department's Compromise of Arrears program, a program that helps eligible non-custodial parents pay past due child support by putting them on approved, affordable payment plans. Tiffany successfully reorganized and streamlined the program which shortened the application processing and approval time. Tiffany's extra effort and commitment to the program was instrumental in helping San Bernardino Department of Child Support Services become number one in the State Compromise of Arrears program.

Recently, Tiffany had the opportunity to make an important difference in the life of a father and his children. The father had fallen on hard times and was behind on in his child support obligation. As a result, the state had suspended his driver's license for nonpayment of child support. When the father found new work, Tiffany recognized the urgency of the situation. She quickly worked out a payment plan with a minimum down payment and reasonable monthly payments and was able to expedite state approval for immediate release of the father's driver's license. The father was able to keep his new job and provide the support that is so important to his family. In this case, as in many others, Tiffany has worked hard to help parents become self-sufficient and meet the needs of their families.



# Public Service Recognition Week

*Public Service Recognition Week is dedicated to honoring women and men across the nation who exemplify excellence in public service. In 2006, six Human Services employees were recognized. Two of these employees are highlighted below.*



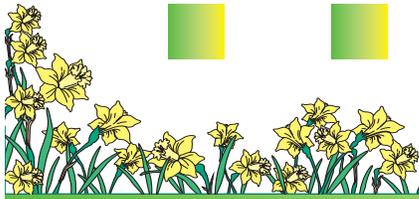
**Patty Asevedo** is an Area Coordinator with the Preschool Services Department, who brings enthusiasm, zest and flexibility to everything she does. Patty started in the program as a teacher and was quickly promoted to Site Supervisor and advanced to her current position as Area Coordinator. Patty supervises five Head Start/State Preschool school sites, ensuring each maintains licensing requirements and provides a quality level of education and support services to over 1,000 children and their families.

She offers staff a strong focus on operational systems and individual accountability and encourages their professional growth through training and mentoring in a positive team environment. Patty consistently takes the initiative to create solutions to whatever issues the organization is faced with. She demonstrates on a daily basis a commitment to the staff she supervises and children that are being served. Combined with her positive attitude and desire to establish systems that are clear and in writing, makes her one of the most influential managers in the department.

**Rachel Hay** is a Veterans Service Representative I with Veterans Affairs. While she has only been with the County for a short time, she is an excellent employee who possesses strong customer service skills and shows great initiative in helping her customers obtain the benefits and services to which they are entitled.

She displays an outstanding attitude and effort in support of the department's mission and readily assumes any task assigned. Rachel has made numerous contributions to the success of the department and competently represents the department to other agencies and community organizations. She is responsible for providing veterans' services at the state veteran's home in Barstow. Her outstanding character, strong work ethic, and overall professionalism make her an outstanding resource for her customers and a model for others to follow. Ms. Hay represents the highest qualities of public service.





# Everyday Employees... Extraordinary Work

*The following employees received service pins at the Board of Supervisors meeting held December 12, 2006. Each employee has served the County for 20 years or more.*

**We extend our congratulations to the following employees:**

## 35 Years of Service



Ronald Wright, Information Technology Services

## 30 Years of Service



Left to right: Lynn Chacon, Fiscal Analysis and Control;  
Laura Long, HS Auditing

## 25 Years of Service

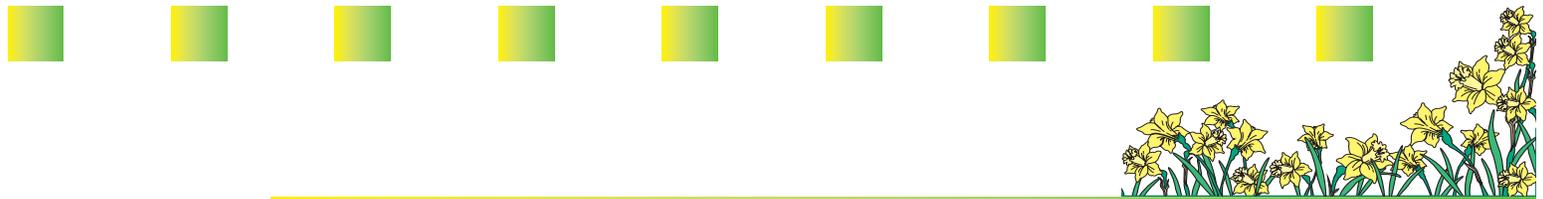


Back Row: Fred Ransom, Department of Aging & Adult Services; Karen Cohen, Department of Children's Services; Tamera Williams, Children's Network; Gloria Luna, Legislative Research Unit  
Front Row: Valvina Lujan, Department of Children's Services; Rose Gillespie, Transitional Assistance Department; Joanne Martinez, Transitional Assistance Department

## 20 Years of Service



Back Row: Martina Johnson, Department of Aging & Adult Services; Shirley Webb-Woods, Department of Aging & Adult Services; Victoria White, HS Auditing;  
Jo Ann Burns, Transitional Assistance Department; Lynnett Andrews, Department of Children's Services  
Front Row: Bridget Garcia, Transitional Assistance Department; Cynthia Wainwright, Transitional Assistance Department; Regina Funderburk, Preschool Services Department; Jeri Quick, Administrative Support Division



# Women's History Month



Can you guess what year Congress recognized National Women's History Month? It wasn't until 1987 that Congress expanded the National Women's History Week to a month in March. However, the struggles began long before that. In 1857 National Women's History Month took roots in New York City with protests over poor working conditions in factories.

According to November 1, 2006, statistics, women (152 million) exceeded the number of males (148 million) in the United States by 4 million ([www.census.gov](http://www.census.gov)).

So, where does women's educational background stand?

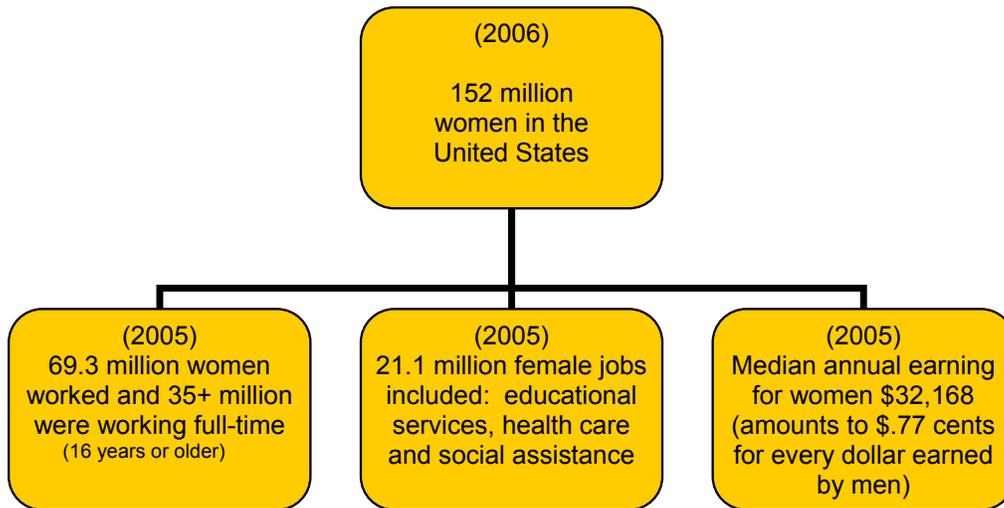
In 2005, 32% of women ages 25-29 obtained their bachelor's degree or higher, while 25% of men in this range obtained the same. The number of women with a bachelor's degree or higher in 2005 more than doubled 20 years earlier to 26.1 million. Projections by the National Center for Education Statistics show in 2006/07 women will earn 369,000 master's degrees (61%) and 870,000 bachelor's degrees (58%).



Today women play a major role in politics, government, education and more. Recently, the Press Enterprise noted the top-ranking positions that several women are being appointed to in the

County of San Bernardino. But have we caught up with our male counter-parts?

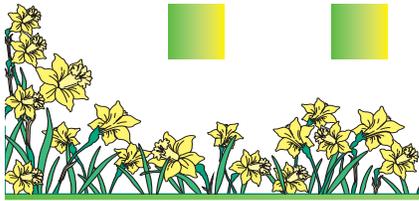
According to the American Community Survey on the government's census website, in 2005 the median annual earnings of a woman 16 years or older working full-time was \$32,168 among all states.



Women have come a long way since 1857 and have proven their strengths in a variety of fields; including the battle field. As of September 30, 2005, a total of 203,000 women are on active duty in the military. There are now 1.7 million military veterans who are women (Statistical Abstract of the United States: 2007, Table 508).

The County of San Bernardino continually works to provide a positive occupational environment for all employees and encourages career development and growth. To learn more about career development opportunities available to all employees, visit [countyline/PERC](http://countyline/PERC).

— U.S. Census Bureau CPU07-01



# State Budget Update



Governor Schwarzenegger released his **proposed** 2007-08 budget at a press conference Wednesday, January 10, 2007. The County Welfare Directors Association of California has assessed the budget and given the following preliminary review. It will likely go through changes before the budget becomes final.

**CalWORK** – The revised average monthly caseload estimates for the program has decreased 55,385 cases to 412,574 for 2007-08 due to the following proposed policy changes:

1. Full-family sanctions to be imposed after 90 days of noncompliance, effective November 1, 2007. This proposal assumes that 75 percent of sanctioned families would reengage for an estimated 9 percentage point increase in the work participation rate (WPR).
2. Safety-net benefits to be eliminated for timed-out families not meeting federal work participation requirements. This proposal assumes a 4 percentage point increase in the WPR.
3. A 60-month time limit to be imposed for child-only cases (children of undocumented parents, drug or fleeing felons). This change is proposed to be effective November 1, 2007.
4. Semi-annual reporting for CalWORK and Food Stamps effective January 2009.
5. Statutory COLA suspension.

The \$40 million reduction linked to performance incentives in the current year is restored, however the single allocation will be reduced by \$16 million. It is assumed that counties will use unspent fraud incentives to fill the gap. The budget proposes a slight increase in basic CalWORK eligibility operations, and has proposed \$878.8 million for employment services including continuing the \$90 million augmentation from the current year and increasing it by \$1.6 million. The annual cost-of-living adjustment of 4.21 percent for CalWORK Grants is assumed to be suspended according to the proposed budget.

A proposed decrease of \$48.3 million for substance abuse and \$60.1 million for mental health is expected from the current year based on updated caseload and utilization information.

**Child care** – The budget proposes total funding of \$501.2 million for child care, an \$88.3 million increase over the current year. The amount reflects an assumed increase in caseloads based on proposed policy changes. Without the policy changes, there is an estimated \$2.2 million reduction to services and a \$3.4 million increase to administration.

**Food Stamps** – To reflect continued county overmatch, current year Food Stamps administration is increased by \$44 million.

**The Transitional Housing for Foster Youth** still in care is increased by \$1 million in the current year. The budget year includes the same amounts and will be updated in the May Revise.



*continued on page 19*



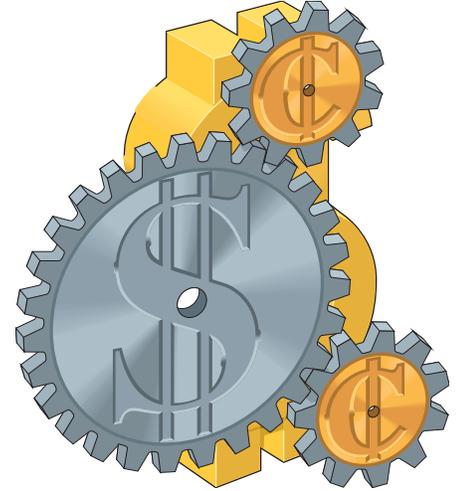
## State Budget Update *(continued)*

**Safe and Timely Interstate Placements** – The budget provides \$563,000 total funds to meet the new federal requirement to complete home studies within 60 days.

**In-Home Supportive Services** – The budget revises the monthly caseload projected from 374,000 to 395,100 recipients. The budget notes that IHSS expenditures continue to grow at a rate that is much higher than the caseload growth and attributes this largely to increased costs per case because of wage and benefit increases.

The budget proposes another mid-year cut of \$128,000 in the C-IV JPA administrative support costs and eliminates \$134,000 to fund the same items from the 2007-08 budget. The state does not believe it should have to pay for these administrative expenses.

The budget assumes the percentage of foster family home and family child care homes subject to annual unannounced visits must be increased from 20 percent to 30 percent due to statutory requirements that more homes be visited if the number of citations increases by a certain amount. Foster family home funding increases to \$13.7 million and family child care home funding increases to \$2.07 million. Keep in mind that this is a **proposed budget** only and may look quite different by the time the final budget is adopted.



## How Praise Builds Positive Relationships

*Ragan Communications*

Here's a lot of power in praising people, according to Chris Widener, president of Made for Success and Extraordinary Leaders.



Widener says it's very important to develop successful relationships in life, and one great way to do that is look for what is truly good in others and then tell them about it. Widener says we all have a choice in our life approach, and that approach can either

be life-giving or life-taking, meaning that we can either choose to be positive or negative forces in other people's lives. In other words, you either spend your time and energy building people up or tearing people down.

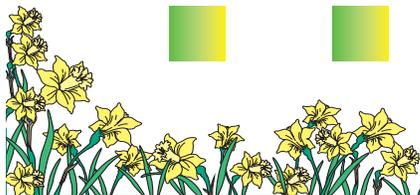
Which kind of person are you? What kind of manager you do want to be? Do you know how to build a person up?

Widener says praise is one of the main ways you can build someone up. When you praise someone, and there has to be truth in that praise, something amazing often takes place. Something starts to grow and change in the other person, and your relationship often becomes deeper and more fulfilling as a result.

Widener says to think about what kind of leader you want to be: one who builds people up or tears them down? The choice is yours.

*"To praise is an investment in happiness."*

— George M. Adams



# Schedule of Classes

Offerings for April – June 2007



## Performance, Education and Resource Centers

### Schedule

#### General Development Classes

Classes will be presented at **National University** unless otherwise noted.

Class Name	Date	Class ID #	Fee	Time
Success In The People Zone (Victorville) HS Personnel Only	4/3/07	19751	n/a	8:30 – 4:00
CPR/First Aid (2314 S. Mountain Ave., Ontario)	4/17/07	18685	\$65	8:00 – 5:00
Choose Your Battles	4/19/07	18876	\$65	8:30 – 12:30
Public Speaking Without Fear	5/9/07	18891	\$115	8:30 – 4:00
So, You Think You Want To Be A Supervisor?	5/16/07	18893	\$115	8:30 – 4:00
Freedom Film Festival: Serving Diverse Customers HS Personnel Only	6/6/07	18896	n/a	8:30 – 4:00
Coping With Difficult People	6/12/07	18898	\$65	8:30 – 12:30
Conflict Resolution	6/19/07	19793	\$115	8:30 – 4:00
Managing Your Emotions	6/26/07	19795	\$115	8:30 – 4:00

#### Computer Classes

Computer classes will be presented at **2314 South Mountain Avenue, Ontario, CA** unless otherwise noted.

Class Name	Date	Class ID #	Fee	Time
Excel 2000 Introduction	4/11/07	18874	\$115	8:30 – 5:00
Excel 2000 Intermediate	4/18/07	18875	\$115	8:30 – 5:00
Access 2000 Introduction	5/9/07	18890	\$115	8:30 – 5:00
Access 2000 Intermediate	5/16/07	18892	\$115	8:30 – 5:00
Word 2000 Introduction	5/23/07	18894	\$115	8:30 – 5:00
Word 2000 Intermediate	5/30/07	18895	\$115	8:30 – 5:00
Outlook 2000 Introduction (Victorville PERC)	6/13/07	18897	\$115	8:30 – 5:00
Outlook 2000 Intermediate (Victorville PERC)	6/20/07	18899	\$115	8:30 – 5:00

#### Classes for Supervisors and Managers

SUPERVISORS' CLASSES	Date	Class ID #	Fee	Time
Fundamentals of Supervision I	Watch for announcements			
Fundamentals of Supervision II	Beginning in May			

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) 458-1616.