



Administrator's Message

Linda Haugan, Assistant County Administrator for Human Services

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As I write this article, there are no signs of a new state budget. Legislators are trying to solve a \$49 billion state deficit over the next 18 months. Hopefully by the time you read this, a resolution will have emerged. I do not know what the final budget will look like, but I am certain that there will be negative consequences for our programs and our clients. We will share the information with you as soon as we know what the impacts are.

I know that the holidays seem like they are light-years behind us. But as the news about our economy worsens, I wanted to share some positive news that would not be possible without dedicated HS directors or your support.

The Children's Fund, with our own Rebecca Stafford at the helm, had a very successful Celebration of Giving Campaign during the holidays. This was their 20th annual toy drive for needy kids. Despite the decline in charitable contributions we are seeing across the country, the Children's Fund managed to increase the number of children they could serve. They made sure that each and every one of our foster kids had a present to open on Christmas morning. They served over 21,000 children and raised more than \$150,000 in cash donations. Kudos to the Children's Fund staff who helped make this possible.

Through the 'Support Our Troops' campaign, donations went to the families of our local 1/185th Armor Brigade of the California Army National Guard and their area sister units.

Bill Moseley and his dedicated staff at Veterans Affairs organized this initiative. They collected toys, gift cards, phone cards and cash totaling just under \$16,000. This went a long way to help the families of soldiers serving our country in Iraq and Afghanistan.

Bill shared an email with me from an officer stationed in Iraq:

"Mr. Moseley, On behalf of Headquarters and Headquarters Company Soldiers, we would like to "Thank You" for your generosity of providing the phone cards. This gift increases morale and brings a smile to our soldiers to be able to call home. Again, thank you!"



That just says it all.

On January 21, 2009, I attended the State of First 5 Address at Cal State University. First 5 Executive Director Karen Scott was the headline speaker. She spoke about First 5 accomplishments and the future of First 5. In addition, four parents shared their touching stories about how First 5 helped their children overcome terrible illnesses and obstacles. Without First 5, their children would have met with tragic fates.

continued on next page



Editor's Corner

Cynthia Malvin
Media Specialist

As we step forward into 2009, Human Services departments and divisions await word from the state governor as to the lifeline of the budget while maintaining to the best of their abilities existing programs held up by funding. The strength and unity of Human Services employees to accomplish tasks under the most difficult of conditions proves to be a powerful and effective example of our operations and service to the public. In this issue you will find articles demonstrating our dedication to public service.

Public Service Recognition Week

May 4 - 10, 2009, is Public Service Recognition Week and is a time set aside nationally to recognize the men and women who serve America as federal, state and local government employees. Established in May 1985 by the Council for Excellence in Government, public employees use this week to educate citizens about the many ways in which government serves the people. In San Bernardino County, employees who exemplify the principles of the County's mission, vision and values are selected for their unwavering service to the county and its citizens. Each department's honoree is presented with an Award for Excellence plaque at the Board of Supervisors meeting on May 5, 2009. Last May, 45 County employees were awarded with this distinguished honor.



Administrator's Message Continued...

For those of you unfamiliar with First 5, ten years ago voters approved an initiative to raise taxes on tobacco products to pay for programs that would help children ages 0 through 5 at the local level. Research shows that a child's brain develops most dramatically during the early years of life. First 5 is designed to ensure that more children are born healthy, raised in nurturing homes and are ready to succeed in school. First 5 supports programs that can prove their outcomes meet their goals through local community agencies.

In the last year, First 5 San Bernardino invested in 197 programs with just under 100 partner agencies. Here are just a few of the services and outcomes that First 5 provided to local families:

- 35,000 children accessed dental services they would not have received without the ARMC dental screening program
- 600 children received intensive medical and/or mental services because of screenings through the Screening, Assessment, Referral and Treatment (SART) program
- 5,550 children will receive Healthy Families medical insurance who would otherwise be on a waiting list because the state program ran out of money
- 44,000 families who needed help with housing, food, transportation, medical insurance and child care received help from First 5 Resource Centers

The state will likely ask constituents to vote to move First 5 money to the state General Fund to help balance the state budget. This would truly be a blow to many families in our county who benefit from First 5 programs. If you want to learn more about First 5 programs, investments and outcomes, please visit their website at www.first5sanbernardino.org.

Until next time....



Susan Taylor
Assistant Network Officer

Children's Network Update

Eleventh Annual Shine a Light on Child Abuse Prevention Awards Breakfast

Another year has gone by and we are once again in the planning stages for the April Child Abuse Prevention Campaign. San Bernardino County Children's Network, Children's Fund and First 5 San Bernardino are partnering to present the 11th Annual Child Abuse Prevention Awards Breakfast. This year's Breakfast will be held at the National Orange Show in San Bernardino on Wednesday, March 25, 2009, at 7:30 am. The Breakfast is an event that many look forward to because it gives us the opportunity to thank those individuals that go above and beyond in their service to the children and families in San Bernardino County.

In addition, we will be honoring a Lifetime Advocate who has dedicated his/her life's work to improving the lives of children. Please call us at (909) 383-9677 for tickets at \$10.00 per person. We also have a variety of child abuse prevention materials, as well as blue ribbon pins, all at no cost, so please come visit us at 825 E. Hospitality Lane in San Bernardino.

Additionally, we are working on the 23rd Annual Children's Network Conference scheduled for September 23-24, 2009, at the Ontario Convention Center. The call for workshop proposals can be found on our website at www.sbcounty.gov/childnet. The deadline for proposals is April 1, so please get yours in as soon as possible.

We are very excited about the keynote speakers this year. Andrew Bridge, author of *Hopes Boy*, spent 11 years in the Los Angeles County foster care system and went on to earn a scholarship to Wesleyan, become a Fulbright Scholar, and graduate from Harvard Law School. The speaker on the second day is Jeannette Walls, author of *The Glass Castle* that describes growing up in the desert of the American Southwest and then in a West Virginia mining town with her three siblings and the brilliant, unorthodox, irresponsible parents who manage at once to neglect them, love them, and teach them to face their fears.

Department of Children's Services Update

Registration Dates for Foster and Kinship Youth Sports Faire

The Department of Children's Services will host its 3rd Annual Foster and Kinship Youth Sports Faire on Saturday, June 20, 2009, from 9:00 a.m. - 2:00 p.m. at A.B. Miller High School. The Faire is open to foster and kinship youth between the ages of 11 - 18 years who are under the supervision of the San Bernardino County Department of Children's Services.

Registration runs March 2 through May 15, 2009, and is open to the first 400 eligible foster and kinship youth by calling (909) 945-3811. Participating youth will learn the basic and fundamental skills of one of five sports clinics selected at the time of registration and based on availability: football, basketball, baseball/softball, soccer or cheerleading/dance. Space is limited for each sport clinic, so early registration is encouraged. All skills taught do not include physical contact with other players and are used to encourage youth to be physically active and participate in team sports in their communities. All sporting equipment, lunch, snacks and water will be provided to all who register and attend the event.

This event is made possible through the support of the County Board of Supervisors and the collective efforts of the Departments of Children's Services, Behavioral Health and Public Health, and Children's Fund, Cucamonga Christian Fellowship, A.B. Miller High School Athletics, NIKE Corporation, In N Out and many other community businesses and organizations.



Rebecca Stafford
Executive Director

Children's Fund Update

Season of Gratitude

While December is the season of giving, February is Children's Fund's "Season of Gratitude"! Our 20th Annual Celebration of Giving Campaign was a success. We were blessed this year to ensure that, during these difficult economic times, over 21,000 at-risk children in our county were not forgotten. It would not be possible to accomplish our goal and express the love and concern our supporters feel for each at-risk child we serve, without the generosity of our County family, local business and our community. Because of organizations like San Manuel Mission Band of Indians and First 5, who contributed \$100,000 and \$25,000 respectively, we are empowered to do more than provide a gift, we give hope!

On behalf of the Children's Fund Board of Directors and staff, I would like to extend our heartfelt gratitude to our County family for your continued support. Thank you to all the departments who participated in this year's program and for the leadership that their departmental liaisons provided. I would also like to send a special thank you to the HS Warehouse team for their generous commitment of hosting our toy drive. We truly could not have organized a successful campaign without them!

While Christmas has been our primary focus the last few months, we have also been preparing for 2009. Cognizant of the impact of a deeply troubled economy, the Children's Fund Board of Directors continues to work tirelessly to raise funds for the children in our community. In honor of this commitment, Children's Fund was proud to launch a new website and updated logo in January. The new www.ChildrensFundSBCounty.org features our updated logo colors, as well as our much anticipated



CHILDREN'S FUND

Donate Now button. From the comfort of your home or office you are now able to donate to Children's Fund safely and securely through PayPal.

As we celebrate the success of 2008 and embrace the challenges of 2009, I want to encourage those of you who are not as familiar with The Fund to utilize our website as an opportunity to become more engaged with our organization. At the end of the day, it's the small difference that we each can make that effects positive change... in this case for our most precious and yet venerable of all, our "children at risk."

With great gratitude,
Rebecca L. Stafford M.S.L.M.
Executive Director



Department of Aging and Adult Services Update



DAAS Open House and Art Exhibit

An estimated 150 visitors attended the Department of Aging and Adult Services (DAAS) San Bernardino Open House and Senior Art Exhibit on Tuesday, January 13, 2009. Before entering the newly retrofitted facility on Mill Street, you will find automatic doors to welcome visitors and make it easier for those with disabilities to enter the building. Greeters warmly welcomed visitors as they proceeded down the hallway lined with intriguing and artistic paintings and artwork. The display is part of a new and ongoing feature to showcase the artistic talents of local seniors. Displays will be showcased for approximately six months and then rotated to feature additional senior artists' artwork. Some of the artwork is for sale by the artist. Persons interested in purchasing any artwork should contact the artist directly via the information card found next to their display or by calling the Department of Aging and Adult Services. The current artwork displayed at the Mill Street facility is by the following senior artists:

Delphine Beach-Jones of Blue Jay, Alba Estrada of Crestline, Marianne Heidecke of San Bernardino, Robert Hix of Yucca Valley, Betty Jean Hoadley of Yucaipa, Donata Hodza of Yucca Valley, Widad Mohr of Loma Linda, Tony Radcliffe of Redlands, Sharon Roof of Crestline, Wilma Van Mierlo of Lake Arrowhead, and Joan Wiley of Redlands.

After viewing the artwork, visitors entered the large conference room where the sounds of the three-piece band, the Airport Philharmonics, filled the room. Deputy Director Jane Adams welcomed everyone to the Open House and introduced the Redlands-based band. Assistant County Administrator for Human Services Linda Haugan spoke next of her memories of working at the facility prior to its long-overdue retrofitting and expressed her excitement for the staff. DAAS Director Colleen Krygier explained the importance of the retrofitting, which allowed the department to bring together in one location all San Bernardino area DAAS staff, thereby improving communication and use of resources to enable the department to serve more residents.

Tours of the facility were led by DAAS employees and encompassed a maze of two floors with cubicles, offices and conference and interview rooms. On the second floor, just outside of the director's office, you could hear the sounds of the Merry Music Makers, an eight-member band of seniors from the Crestline Senior Home in Lake Gregory.

As DAAS employees led visitors through each section of the floors, they shared facts regarding services and programs DAAS offers to the community. Currently the In-Home Supportive Services (IHSS) program has 26 social workers and 21 support staff that serve over 6,385 clients in the San Bernardino area. Adult Protective Services (APS) receives an average of 191 reports of abuse each month. Other programs offered are the Multipurpose Senior Services (MSSP), Linkages and Ombudsman Programs, and Senior Information and Assistance (SIA).

The tours ended in a room full of refreshments with staff on hand to address any questions regarding the programs. The retrofitting of the parking lot and façade of the building will be postponed until further notice.



Department of Children's Services



There's No Place Like Home

A sense of excitement spread rapidly throughout the halls of the Ontario Convention Center on November 19, 2008. The day had finally come for 70 of San Bernardino County's foster boys and girls to be permanently placed with loving families.

The Eleventh Annual Adoption Finalization Day, held by the Department of Children's Services and the Juvenile Dependency Courts, was themed "There's No Place Like Home" after the renowned movie *The Wizard of Oz*. Families traveled to the Ontario Convention Center from as far away as Michigan, Washington, Arizona, Texas and New Mexico to celebrate the momentous occasion.

Over the past five years, the department has successfully facilitated over 2,400 adoptions. This year, an extraordinary number of siblings were blessed to remain together with families who chose not to separate them from one another. Among these lucky siblings were four sets of three and three sets of two siblings.

The day started off with crafts for the kids to participate in along with balloon artistry, face painting, and photo opportunities in the magical land of Oz built from colorful balloons. Dorothy, played by Lieren King, daughter of DCS employee Judy King, visited with children, wearing her



traditional blue and white apron dress and red sparkled shoes. Each table was adorned with *The Wizard of Oz* themed arts and crafts made by the children at Head Start in Chino, and a disposable camera for families to capture the moments of their special day.

Department of Children's Services Director DeAnna Avey-Motikeit joyously welcomed all to a day outside of court, while Child Welfare Services Manager Claire Cunningham introduced the Honorable Marsha Slough, Presiding



Department of Children's Services continued...



There's No Place Like Home

Judge of the Juvenile Court; Honorable James McGuire, Presiding Judge of the Superior Court; and the Honorable Rex Victor, William Schneider and James Edwards of the San Bernardino Juvenile Courts.

Honorary guest speaker Supervisor Gary Ovitt congratulated the families and shared his personal experiences with his adopted daughter who recently celebrated her 21st birthday. During the break, the children spun about dancing to the Hokey Pokey and took part in a scavenger hunt. Last to speak at the podium was adoptive parent Stephanie Regina Salas. In front of the large crowd of adoptive families, she nervously shared her brave and emotional journey through the adoption process.

The 70 children and their families enjoyed large sandwiches and scrumptious goodies while waiting anxiously for their turn to enter the informal courtroom. One family at a time, they sat before the judge, hand-in-hand with a glimmer in their eye. The judges made the day as lighthearted for the families as possible and addressed questions of curiosity asked by the children. One child asked Judge Slough, "Where's the hammer you bang on the table to get things started?" Judge Slough smiled at such a great observation and replied by using a pretend mallet to



open the ceremonies. The families were then sworn in and the private ceremony began. The judge explained to the adoptive families the important lifetime commitment they were making and the joys and triumphs that come with it. The adoptive parents were then asked to confirm their wishes of adopting the child and handed the final adoption paperwork to sign. Once signed, the judge addressed each adopted child by his or her first and "new" last name. With a joyous smile, the bailiff then handed the adopted child a commemorative teddy bear to remember the special occasion and an adoption certificate finalizing the family's long journey. When asked what the children were going to do now, they simply replied "go home."





Ron Griffin, *Director*

Preschool Services Department Update

Building Better Communities

The Preschool Services Department administers several programs for the County of San Bernardino, including the State Preschool program and the federal Head Start program. The State Preschool program deals primarily with school readiness, but, as I've mentioned before, Head Start is actually designed to be a community action program. In this spirit, we have been embarking on more projects designed to improve conditions not only for Head Start families, but of the larger community as well. Here are some examples of the kinds of collaborative projects that we will be participating in with increasing frequency in the future.

Citrus Grove in Rialto

Citrus Grove is a \$37 million, 152 unit affordable housing revitalization project, just down the street from Eisenhower High School in Rialto, CA. The neighborhood originally was built in 1969 as condominiums, but over the decades most of the units lapsed from owner-occupied residences to rentals.

A few years ago, this was a crime-infested neighborhood, but because of efforts of a coalition that included National Community Renaissance, a nonprofit affordable housing organization based in Rancho Cucamonga; the Rialto Redevelopment Agency; the County of San Bernardino; and a variety of other partners, this area has been transformed into a beautiful neighborhood that features a 7,000 square-foot community center, which will house our Head Start, as well as after-school programs, tutoring and the arts. Full day child development and family empowerment services for working families are tentatively slated to commence in May 2009.

Norton Space and Aeronautics Academy

The Norton Space and Aeronautics Academy is a charter school co-located with the Mill Head Start Center on Central Avenue in San Bernardino and represents a great partnership between the County, City of San Bernardino and the Academy.

The mission of the Norton Space and Aeronautics Academy (NSAA) is to provide opportunities for equal educational access to a culturally, linguistically, socially, and economically diverse population of students within a nurturing, participatory educational environment aligned to academic standards, based on high quality, research-based teaching methods, and supported by public and private sector partnerships.

The three main components of the Academy are language dual immersion (leading to students being fluent in both English and Spanish), college preparation as well as space and aeronautics.

The vision and goal of this project is to reach the underserved population of residents surrounding the former Norton Air Force Base. This arrangement is especially advantageous for Head Start children because they naturally feed into this top notch school because of the close proximity.

There are several more projects like these in the works, and our goal going forward is to sponsor or fund similar projects that benefit not only those families eligible for PSD programs, but the extended community as well.

Department of Child Support Services Update

Avenues to Employment

The San Bernardino Department of Child Support Services (DCSS) is offering hope to parents who are unemployed and are unable to pay child support. In April 2008, the Victorville branch of DCSS partnered with the Superior Court and the Employment Resource Center to form Avenues to Employment. The program assists unemployed parents who owe child support in finding work.

In an effort to motivate parents to support their children, courts sometimes order unemployed parents to find jobs so they can pay child support. Those parents return to court to show proof they're trying to find a job. DCSS has found a way to make finding a job easier for those parents.

Since Avenues to Employment's creation, when a parent is in court for a work search order, the court will direct that parent to register with the Employment Resource Center, which will assist them in finding current job openings, preparing resumes, interviewing skills and sometimes training. "If we discover non-custodial parents (NCP) have either lost their job or state they cannot pay due to unemployment, we give them the information and encourage them to register with Avenues to Employment," said Operations Manager Randy Dancer. Since April, the department has referred to the program non-custodial parents who owe child support and are unemployed. Several dozen have found work through Avenues to Employment.

Dancer noted San Bernardino County is the only county he knows of that has a project like Avenues to Employment but says other counties have expressed interest in starting similar programs. The program has drawn unique praise from both child support professionals and parents who owe child support. "The most meaningful part is the appreciation from NCPs that we are actually trying to help them and not punish them," said Dancer.

Grammatical Gaffes ... are you guilty?

Contributed by
Peggy Dillaman, PERC Proofamatics instructor

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

RULE #622

- a. Capital letters and abbreviations ending with capital letters are pluralized by adding s alone.

three Rs	HMOs	BBSs	R.N.s
four Cs	POs	IQs	M.D.s
five VIPs	S&Ls	PTAs	Ph.D.s

- b. Some authorities still sanction the use of an apostrophe before the s (for example, four C's, PTA's). However, the apostrophe is functionally unnecessary except where confusion might otherwise result.

three A's	too many I's	two U's
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BUT: His report card showed three As, two Bs, and one C.
(When the context is clear, no apostrophes are necessary.)

RULE #624

- a. Numbers expressed in figures are pluralized by the addition of s alone.

in the 1990s	in the '90s (decade)
in the 90s (temperature)	sort the W2s

- b. Numbers expressed in words are pluralized by the addition of s or es.

ones	twos	threes
sixes	twenties	twenty-fives

Veterans Affairs Update



Coyote statue at main gate to Fort Irwin

Veterans Affairs Reaches Out: Fort Irwin

Rachel Hay, VSR II

As the need for services for military members, veterans and their families grows, the County's VA Department continues to look into ways we can assist. Recently, we had the opportunity to sit down with representatives from the Warrior Transition Unit at Fort Irwin (37 miles northeast of Barstow) to better gauge ways to extend County services to the active duty and veteran population that resides and/or works there and in the surrounding communities.

The Warrior Transition Unit, also known as "WTU," focuses on providing extensive help to wounded, ill or injured soldiers. This program, coupled with the Soldier and Family Assistance Center, provides a myriad of services to help soldiers make a smooth transition back to active duty or into civilian life. County Veterans Affairs is in the process of expanding our services to include a part-time office at the post, so soldiers in this program will have a local representative available to answer questions, provide resources and assist in applying for VA benefits.

We are excited at the opportunity to reach out to not only the soldiers, but to the veterans that work on the post, and provide much-needed services to a County community that is often underserved as a result of their isolated location. Considering the fact that the post's daily population is estimated to be at least 16,000, the potential for providing services there is great.

We look forward to working with and expanding on the services that Fort Irwin already has in place and continuing to find ways to better serve our active duty and veteran community!



The "Painted Rocks" adorned with hundreds of military unit insignias



Desert training at Fort Irwin

Veterans Affairs



Soldiers from 185th Armory

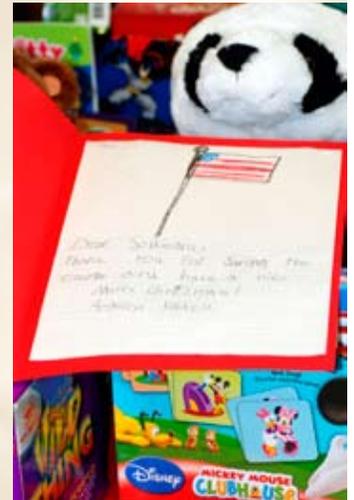
San Bernardino County Veterans Affairs teamed up with the San Bernardino 1/185th Armor Brigade of the California National Guard and Yellow Ribbon America to collect toys and donations for local Inland Empire families of troops serving in Iraq and surrounding areas. Many military families struggled to maintain their households and still be able to offer their children a holiday celebration with the absence of those actively serving.

Second District Supervisor Paul Biane and the San Bernardino County Veterans Affairs offices called on County departments to assist with the collection efforts. Departments were provided with a donation box and given one month to collect items. The response from County employees and organizations was great despite the rainy weather and tough economical times. The Children's Fund of San Bernardino donated 260 toys from their toy drive and Pat Bascom of the Department of Behavioral Health donated 14 twelve-gallon storage containers of 460 Beanie Babies, Beanie Buddies and Teenie Beanie. After receiving the email announcing the collection efforts, Mrs. Bascom said, "This is the perfect time to let them go (referring to the Beanie Babies)...they will bring a smile to plenty of children's faces." Other items collected were watches, bicycles, radios, dolls, games, sporting equipment and much more. The first graders in Mrs. Walker's class at Discovery School of the Arts in

VA Organizes Toy Collection for Troops

Victorville participated in the collection efforts by creating hand-made holiday cards from construction paper for the troops. One child wrote, "Dear Soldiers, thank you for saving the country and have a nice Merry Christmas."

Veterans Affairs employees and soldiers quickly tallied and separated the approximately 4,227 toys, stored at the Human Services warehouse, by gender and age before transferring the items to the San Bernardino Armory currently deployed in Iraq. Just under \$16,000 in cash, gift and phone cards were also donated and delivered by December 19. The remaining donations were delivered to the Barstow, Colton, and Riverside Armories. Some military families were in the process of losing their homes and took great pride in knowing their children would still have a happy holiday. Yellow Ribbon America helped distribute the donated items to other active duty, reserve or Guard families residing within the County of San Bernardino.



Letter to soldiers from first grader Anthony



Soldiers help sort toys



Pat Bascom, DBH and Bill Moseley, VA



Soldier helps transfer toys to local National Guard



Diana Alexander
Chief Learning Officer

Performance, Education & Resource Centers

How can we help you?

What an amazing yet frightening time in our history. We are all being asked to do more with less, and many departments are wondering how to make that work. Well, have you ever thought about asking PERC to assist you in determining how to accomplish this Herculean task? If the answer is no, I'm really not surprised.

I recently wrote an article in the Human Resources Department newsletter that broached the subject of whether or not people really know who "PERC" is. What I said was especially pertinent to Human Services (HS), since that group of departments and divisions represent PERC's largest customer base. However, sometimes employees of Human Services seem to be the least informed about who PERC is and what PERC can do for them. I believe there is a reasonable explanation for this, and it's grounded in the fact that people's perspectives are usually based on how they have interacted with an organization or the lens through which the organization is viewed.

Many HS employees interact with PERC through our traditional role of providing Orientation & Induction training for newly hired eligibility or social workers. Therefore, it stands to reason that if that is the lens through which one sees PERC, then that is the way PERC would be defined. However, this perspective leads us again to that age old question, "What does PERC do when there's no Orientation & Induction class?" Well, I'd like to rephrase that question and ask instead, "What can PERC do for us in addition to providing O&I classes?" To answer that question, let's first broaden our perspective of who PERC really is.

In my HR article I made the following statement: "PERC delivers workplace programs and services that help groups and individuals identify and achieve personal, professional and operational goals. Skilled professionals develop, coordinate and deliver training classes that cover

a variety of critical workplace skill and behavioral topics. Additionally, PERC provides consultation and behavioral intervention services, including assistance with strategic planning, meeting facilitation, team building, work process mapping and performance." PERC accomplishes this through the work of four teams: 1) Staff Training Instructors offering HS employee new-hire and in-service trainings; 2) Training & Development Specialists offering DAAS and DCS new-hire and in-service trainings; 3) Training & Development Specialists offering County employees and departments personal and organizational development, facilitations, and strategic planning services; 4) Communications Unit offering all communication and marketing aspects of PERC and Human Services departments.

So, having said the above, how can PERC help you? PERC can help you assess your department's or division's needs, develop solutions to meet those needs and follow up to ensure your needs are met. We can assist you with individual development planning, organizational strategic planning, referrals for professional development training and educational options, up-to-date strategies for professional development, guidance on mentoring relationships, etc., etc., etc.

I hope this broadens your perspective a little regarding the way you view PERC. If your department or division is struggling to accomplish its goals, please give me a call. A PERC professional will be glad to help you assess your organizational needs.



Academy graduates from the Transitional Assistance Department

Performance, Education & Resource Centers

Management & Leadership Academy Graduation

November 5, 2008, marked the day that 111 Management & Leadership Academy students proudly accepted their certificates of completion at the Norman Feldheim Library. The audience was greeted and praised by PERC's Chief Learning Officer Diana Alexander, followed by a few words on leadership within the County from County Administrative Officer Mark Uffer and Assistant County Administrator for Human Services Linda Haugan. A reception was held after the ceremony for all students to celebrate with their guests and mentors.

The Management & Leadership Academy was established in 1996 and has graduated approximately 633 students amongst all three tracks: Supervisory, Management, and Executive. Following is a list of the 2008 graduating class:

SUPERVISORY TRACK

Syed Ali
Christney Barilla
Supriya Barrows
Isabelle Beltran
Samuel Birdsall
Coley M. Bowman
Gorden Sam Boyd
Jinghui Wang Bradley
Kimberly S. Brown
Henrietta Calderon
LaVette Camacho
Steve Cole
Jefflyn Dangerfield
Steve Danlag
Bradley Davis
Traffy De Salvo
Heather Dixon
Joshua Dugas
John Dwiers
Angie M. Ekema
Cathleen Farrar
Dewayne Ford
Ada Franco
Doreen Frossard
C. Kaiulani Garcia-Smith
Sophia A. Garza
Julie Gilbert
Angela Gordon-Nichols
Nellie R. Green
Luis Guardado
Lucia Guerrero
Angela U. Hall
Brud Hancock
Tiffany M. Hernandez
Jason Hoebel
Dina Jaramillo
Emily Jernigan
Robert Loya
Michelle McCoy

SUPERVISORY TRACK CONT.

Michael Madsen
Rachel Michlewicz
Betty Jo Millis
Regina Moore
Monique Morales
Tederick Myles
Adriane Namehas
Misty Peters
Mervyn Pipersburgh
Wendy L. Ponce
Tracie Robertson
Andrea Rodríguez
Sonia L. Rubio
Jeffrey Schroer
Debbie Seper
Michael Short
Matthew Slowik
Angela Stangle
Patricia Steven
Annalynne Stewart
Minerva Stirling
Amy N. Thormahlen
Reshunda Toston
Jodi Trainer
Linda Triplett
Eduard Varga
Kristin Violet
Brooks Webb
Ravenel Wimberly
Vince Wrzalinski
Michael Zidek

MANAGEMENT DEVELOPMENT

Shannon Bailey
Raymond Britain
Susan L. Brown
Celestine Bryant
Maria Cabrera

MANAGEMENT DEVELOPMENT CONT.

Michael A. Camber
Lisa A. Cannon
Laurie L. Coffey
Terri L. Conklin
Tawana R. Ellison
Keith Evans
R. Marlene Evans
Deborah K. Hagen-McKinney
Lory Klopfer
Frances Lawler
Laura Lee
Katherine Ezrre MacKenzie
Lois Mergener
Maria Meza
Kathleen A. Oles
Christopher Perong
Cheryl Placide
Erik Pohlman
Harmon H. Randall
Shonna Riepe
Kurt Sawatzky
Evelyn Solorio
Susan Starbuck
Judy Varela
Vickie M. Wagner
Beth Wallace
Mary Waters-Parks
Nancy Welker
Elena Zamuner

EXECUTIVE DEVELOPMENT

G. G. Crawley
Johnson Gill
Lisa K. McGinnis
Cynthia L. Prescher
Deborah A. Race
Nathaniel F. Rodriguez
Karen E. Scott



Jim Pesta congratulates Jodi Trainer of the Second District, Board of Supervisor's office



Academy graduates from Land Use Services

The following employees received service pins at the Board of Supervisors meeting held December 16, 2008. Each employee has served the County for 20 years or more.

We extend our congratulations to the following employees:

35 Years of Service



Dena Diaz, TAD

25 Years of Service



June Thrailkill, DAAS

Everyday Employees... Extraordinary Work

30 Years of Service



Margaret F. Dub, DCS
Jeanine Chenault, PDD

20 Years of Service



Front Row:
Dawna Rhodes, DCS; Lisa Ordaz, ASD; Connie L. Terpening, ASD

Back Row:
Virginia G. Schuller, DAAS; Renee C. Gibbs, QRU;
Francine Sanchez, TAD; Lavada L. Roberts, DCS

Not Shown:
Gianna C. Rodriguez, DCS (retired)

Employee of the Month



JANUARY MICHAEL KELLEY

Application Specialist, ITSD

Michael is an Application Specialist on the Software Quality Assurance Team within ITSD. He tests and reviews all software applications for accuracy and performance according to customer requirements. As the lead on DAAS-related applications, he acts as administrator for the Social Assistance Management System (SAMS), a reporting and management system of DAAS programs to the state. Recently Michael was assigned as the contact for the new California Aging Reporting System (CARS) project developed by the state. He has done an excellent job of transferring responsibilities confidently over to DAAS. Recently, Michael used his photography skills to assist the web design group of the Quality Assurance Team. He has photographed HS department events for display on customer's websites. What makes his photography so spectacular is his eye for capturing moments that can have an impact on customer websites. Michael has received numerous accolades from customers for his photography, as well as his customer service.



FEBRUARY AFIORA MAFI

Supervising Social Service Practitioner, DCS

Afiora started working for the department in June 1998 after she obtained her Masters Degree in Social Work. During her ten years of service, she has held multiple positions and supervisory assignments working as a line social worker performing emergency response duties, Healthy Start social worker, and Foster Family Agency liaison. She is currently responsible for supervising the Central Placement Unit (CPU) and one of the Relative Assessment Units. During the last two years, she has been instrumental in training her staff to carefully attend to the placement needs of the children under DCS care. Her staff exercise high customer service standards as they relate and interact with all placement resources. Afiora goes the extra mile communicating with regional staff, children's relatives, and management in order to timely approve relative placements whenever possible. She has demonstrated honesty, respect, flexibility, integrity, and a calm demeanor even during stressful days. Her attributes positively impact her staff, peers, and all levels of staff with whom she comes in contact.



MARCH SANDRA WAKCHER

Statistical Analyst, Legislation & Research Unit

Sandra has been a model employee in the Legislation & Research Unit for two years. She works closely with the Department of Children's Services, evaluating programs and monitoring outcomes. As a key member of DCS workgroups, she has evaluated the success of programs initiated by DCS to improve the lives of children in placement or at risk of abuse and neglect. Sandra was recently selected as chairperson of the committee that monitors the effects of the Wraparound program designed to provide support to enable children to remain at home. In addition, she is deeply involved in developing protocols to monitor the statewide implementation of Linkages, which strives to increase collaboration between Children's Services and Employment Services. Sandra's enthusiasm for taking on new assignments and responsibilities has led to her involvement in countywide initiatives to measure and improve customer service. She is surely a role model to all.

And the Beat Goes on

MAE HARRIS-OGLESBY, VICTOR REA, CINDI TAMEZ

Leaders In Action (LIA) is an executive development program sponsored by the Southern Area Consortium of Human Services (SACHS), San Diego State University and the Academy of Professional Excellence. The training originated out of an interest from SACHS directors to create an executive training program that would enhance the skills and abilities of existing managers while creating a resource pool for succession planning. The Human Services (HS) graduates of LIA have established insightful newsletter articles geared towards sharing knowledge and enlightening employees about the HS world around them. As the fifth LIA class prepares to kick off in February, the torch has been passed on to a new team of individuals to continue to share interesting information with all HS staff about the culture in which we work. This year's LIA members:

- Mae Harris-Oglesby — Deputy Director for Department of Children's Services
- Victor Rea — Assistant Director for Department of Child Support Services
- Cindi Tamez — Deputy Director for Transitional Assistance Department

KEEPING IT REAL

Human Services has a vocabulary that consists of many acronyms. If you work in DCS, TAD, DCSS or any of the other HS departments, behind all of the cryptic letters are busy employees who have a multitude of functions that provide critical services to other departments. LIA 5 will be taking an inside look at a different department for each newsletter article, and sharing what they do and how it

impacts each of the Human Services departments.

Our first peek inside HS was with Administrative Support Division (ASD). The Administrative Support Division provides collaborative support to other HS departments in many ways. ASD sustains the important operational activities by providing service support so the various HS departments can assist families, staff and the community through the following units:

- Finance
- Contracts
- Special Projects
- Facilities
- Warehouse

What does all that mean to you? Finance helps to monitor staff levels, process payments for vendors and employees, and provide fiscal analysis through the development, preparation and review of budgets. Travel claims are processed through Finance. Spending and procurement is facilitated through this unit. Any items approved through the 003 process are procured by Finance staff. Finance ensures the adherence to accounting standards and provides fiscal controls that guarantee appropriate procedures are followed.

Contracts provides procurement and monitoring of contracting services and works to obtain public resources and service providers that include vocational education, paternity testing, child abuse prevention, interpreters and translators. Contracts and related Board agenda items are developed here. In addition, they act as liaison between program staff and contractors.

Special Projects provides analytical and research support and assists departments in defining issues and developing solutions.

continued on next page

And the Beat Goes on

MAE HARRIS-OGLESBY, VICTOR REA, CINDI TAMEZ

Facilities provides services that include helping to evaluate building and space needs, meeting ergonomic requirements, overseeing safety and security issues, and providing equipment and supplies. Facilities oversees site selections and new facility construction. Other responsibilities include the purchase and monitoring of fleet vehicles, assistance with staff moves, security and guard services. Facilities staff handle the storage of records and closed files. They work in conjunction with ITSD and CIV in the delivery and set up of imaging equipment. Facilities staff provide the overall day-to-day maintenance of the buildings we work in and the equipment we use.

ASD's vital role with the Department of Children's Services (DCS) includes ensuring many of the programs and activities within the department have the capacity to function in an organized manner. ASD supports DCS's goals of ensuring safety, protection and permanence of children in San Bernardino County. This is achieved through collaboration with outside agencies and providers, and transportation/travel-related activities in support of the protection of children and the empowerment of families. In addition, ASD currently is assisting DCS with a Board of Supervisors agenda item to change the name of the department to Children and Family Services, which more accurately reflects the department's emerging practices and services within the community.

The Department of Child Support Services (DCSS) is preparing for the relocation of the Rancho Cucamonga office to its new location in Ontario. Among the many services ASD provides to DCSS, ASD also is playing a major role in coordinating and assisting DCSS with many important facets of the move. This includes working with the architect on building improvements, information technology, telephones, security and installation of up-to-date audio-visual capabilities. Planning and preparation

for this move began last year and will continue through the completion of the move later this year. With the help of ASD, DCSS is looking forward to serving customers in the new Ontario office.

Last year the Transitional Assistance Department (TAD) worked closely with ASD's Facilities employees in the reconfiguration of five district offices. From the planning stages and the temporary movement of staff, to the placement of new desk set-ups and changes in technical equipment, ASD's communication and teamwork with TAD was the key to meeting timeframes and job completion. This same team effort was achieved last year through the contract negotiated with outside imaging companies, and the manpower and planning required to image all TAD cases in a specific timeframe.

ASD's policies and protocols create the structure to: identify, improve and enhance procedures and processes to maximize service delivery options for children and families; maintain a workplace environment that supports employee productivity and resources to carry out the functions of each Human Services department.

When a case goes to closed files, a mileage claim is forwarded, a maintenance issue is reported, or a customer is referred to a service provider, keep in mind the resources and support provided by ASD.

Many thanks to ASD for all that they do to maintain the departments within Human Services.

The Human Services Education Assistance Proposal is Now Online

We've waited a long time for its arrival and through the joint effort of PERC, ASD, PDD, DAAS and DCSS, the Human Services Education Assistance Proposal (EAP) is now available online. No longer will employees have to go searching for what used to be a multiple copy NCR form. All they need do is go to the PERC website (<http://countyline/perc>) where the form and instructions for completing the form can be found under the "Resources" link (see screen print below). Employees can complete the form online, print, and obtain the appropriate approval signatures. Original signatures are required when submitting the form for tuition reimbursement or training registration. For questions concerning the form, contact PERC at (909) 420-6429.

The screenshot shows a Microsoft Internet Explorer browser window displaying the website <http://countyline/perc/>. The browser's address bar and menu bar are visible at the top. The website header includes the Countyline logo and navigation links: Home, Services, SBC Help Desk, Directory, and Feedback. Below the header is a banner for "Performance, Education & Resource Centers" with the tagline "Change the Shape of Your Future" and "San Bernardino County e-Learning Network". A navigation bar contains buttons for Premier Program, Human Services Training, Career Development, Customized Services, and PERC e-Learning. A main content area features a large blue and white graphic with the text: "The Performance, Education & Resource Centers of Ontario has moved to San Bernardino". To the right of this graphic is a road sign for "TO PERC 10 FWY WATERMAN SOUTH" and an address sign for "295 E. Caroline St. Suite C San Bernardino 92415-0050". A red arrow points to the "Resources" link in the left-hand navigation menu. A dropdown menu is open for "Resources", with "HSEAP Instructions" and "HSEAP Form" circled in red. Other items in the dropdown include Training Extras, Conflict of Interest, County Policy Manual, Library, Maps & Directions, Reservations, and Contact Us. Below the dropdown, there is a yellow banner that says "HUH!! SPECIAL CLASS OFFERING!!" and a small photo of two women. The text below the banner reads: "Click [here](#) for information on a special offering of 'The Essentials of Grammar, Punctuation and Spelling.'"



Schedule of Classes

Offerings for April - June 2009

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

General Development Classes - Class Name	Date	Locator #	Fee	Time
Choose Your Battles– <i>HS Only</i>	4/7/09	25633	n/a	8:30 - 12:30
Time Management - <i>HS Only</i>	4/7/09	25635	n/a	1:00 - 4:00
Freedom Film Festival: Serving Diverse Customers - <i>National Univ.</i>	4/8/09	25636	\$115	8:30 - 4:00
So, You Think You Want To Be A Supervisor? - <i>HS Only- Victorville</i>	4/14/09	25637	n/a	8:30 - 4:00
Interviewing And Test Taking Skills - <i>HS Only - Victorville</i>	4/15/09	25638	n/a	8:30 - 4:00
Serving A Diverse Community - <i>HS Only</i>	4/16/09	25181	n/a	8:30 - 12:00
Serving A Diverse Community - <i>HS Only</i>	4/16/09	25182	n/a	1:00 - 4:30
Mapping Business Communication	4/20-21/09	25706	\$500	8:00 - 5:00
Choose Your Battles - <i>National Univ.</i>	4/21/09	25639	\$65	8:30 - 12:30
Time Management - <i>National Univ.</i>	4/21/09	25671	\$65	1:00 - 4:00
CPR/First Aid	4/22/09	25748	\$65	8:30 - 4:00
Public Speaking Without Fear - <i>HS Only</i>	4/29/09	25672	n/a	8:30 - 4:00
Interviewing And Test Taking Skills - <i>National Univ.</i>	4/30/09	25673	\$115	8:30 - 4:00
Managing Your Emotions - <i>National Univ.</i>	5/6/09	25675	\$115	8:30 - 4:00
Mapping Business Communication - <i>HS Only</i>	5/6-7/09	25674	n/a	8:00 - 5:00
So, You Think You Want To Be A Supervisor? - <i>National Univ.</i>	5/13/09	25676	\$115	8:30 - 4:00
Success In The People Zone - <i>National Univ.</i>	5/13/09	25677	\$115	8:30 - 4:00
Public Speaking Without Fear - <i>National Univ.</i>	5/14/09	25678	\$115	8:30 - 4:00
Serving A Diverse Community - <i>National Univ.</i>	5/14/09	25679	\$65	1:00 - 4:00
Workplace Philosophy: What Does Love Have To Do With It? - <i>National Univ.</i>	5/14/09	25680	\$65	8:30 - 12:00
Training For Maximum Impact - Two Days - <i>National Univ.</i>	5/20-21/09	25681	\$185	8:30 - 4:00
Workplace Philosophy: What Does Love Have To Do With It? - <i>HS Only</i>	6/2/09	25682	n/a	8:30 - 12:00
Freedom Film Festival: Serving Diverse Customers - <i>HS Only</i>	6/4/09	25683	n/a	8:30 - 4:00
Conflict Resolution - <i>National Univ.</i>	6/11/09	25684	\$115	8:30 - 4:00
Coping With Difficult People - <i>National Univ.</i>	6/18/09	25737	\$65	8:30 - 12:00
Training For Maximum Impact - Two Days - <i>HS Only</i>	6/23-24/09	25735	n/a	8:30 - 4:00

Computer Classes - Class Name	Date	Locator #	Fee	Time
Excel 2003 Introduction	4/15/09	25726	\$115	8:30 - 5:00
Access 2003 Introduction	5/12/09	25728	\$115	8:30 - 5:00
PowerPoint 2003 Introduction	5/20/09	25729	\$115	8:30 - 5:00
Excel 2003 Intermediate	5/21/09	25730	\$115	8:30 - 5:00
Word 2003 Introduction	6/10/09	25732	\$115	8:30 - 5:00

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



Schedule of DAAS Training

Offerings for April - June 2009

DAAS Employees Only

Class Name	Date	Locator #	Fee	Time
IHSS & Children - Ontario Sheraton	4/14/09	n/a	n/a	8:30 - 4:30
IHSS & Children - Victorville Hawthorn Suites	4/21/09	n/a	n/a	8:30 - 4:30
IHSS & Children - San Bernardino Hilton	4/22/09	n/a	n/a	8:30 - 4:30
IHSS & Children - San Bernardino Hilton	4/28/09	n/a	n/a	8:30 - 4:30
IHSS & Children - Victorville Hawthorn Suites	4/29/09	n/a	n/a	8:30 - 4:30
APS Statewide Training - Communicating Effectively with Law Enforcement and Prosecution - Los Angeles, CA Endowment	5/4/09	n/a	n/a	9:30 - 4:00
APS Statewide Training - Communicating Effectively with Law Enforcement and Prosecution - Los Angeles, CA Endowment	5/5/09	n/a	n/a	9:30 - 4:00

To register for the IHSS & Children training, please contact LaTanya Baylis of PERC at (909) 420-6447. Pre-registration is required for the training. The above training is subject to change.

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

Training locations:

Ontario Sheraton
429 N. Vineyard Ave.
Ontario, CA 91764

Victorville Hawthorn Suites
11750 N. Dunia Road
Victorville, CA 92392

San Bernardino Hilton
285 E. Hospitality Lane
San Bernardino, CA 92408

Los Angeles California Endowment
1000 N. Alameda Avenue, Ste. 250
Los Angeles, CA 90012