



contents

Administrator's Message

Linda Haugan, Assistant County Administrator for Human Services

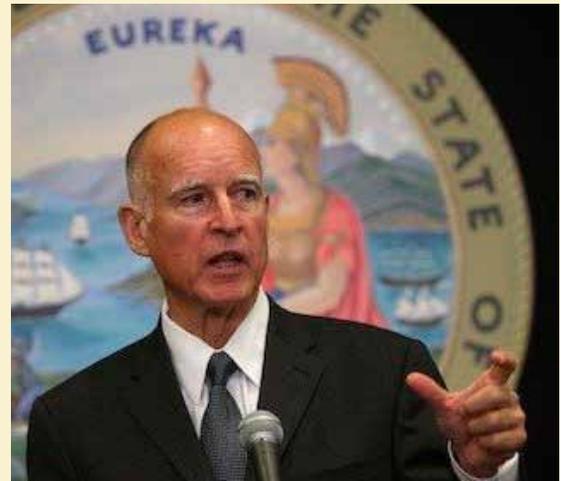
- 1 Administrator's Message
- 2 Administrator's Message continued
- 2 Editor's Corner
- 3 Children and Family Services Update
Family Advocacy Resource Services (FARS) Units Now in CFS
- 4 Children's Network Update
- 4 Transitional Assistance Department Update
The TAD Contact Center is Coming Soon!
- 5 Department of Aging and Adult Services Update
 - Senior Nutrition Has a New Program Analyst
 - TREP - Transportation Reimbursement Escort Program Gets Increased Funding!
- 6 Department of Child Support Services Update
Paternity Establishment
- 7 Preschool Services Department Update
Preschool Prevention and Early Intervention Program Update
- 8 Employee of the Month
- 9 Public Service Recognition Week
- 10 Everyday Employees...
Extraordinary Work - Service Pins
- 11 PERC Training Calendar
- 12 PERC Training Calendar continued

Governor Brown released his 2010/11 proposed budget on January 10, 2011. Although we can expect some changes from this proposed budget after it is adopted, many believe that proposed cuts will actually stick this time. For the past few years, state legislatures passed budgets that couldn't possibly solve the entire existing deficit. They relied on one-time savings, rosy revenue projections, cuts that could not win against legal suits, and other gimmicks. So as they say, "the jig is up." The governor and state legislatures will have to pass a budget that will actually balance the budget. Common opinion is it will definitely happen this year.

The estimated budget deficit is \$25.4 billion, comprised of a current year (2010/11) shortfall of \$8.2 billion and a budget year (2011/12) shortfall of \$17.2 billion. The governor is proposing to cover the deficit with \$12.5 billion in program cuts, \$12 billion in revenues, and the rest in one-time borrowing. The revenues are projected to come from an extension of taxes set to expire this June. Taxpayers will have an opportunity to vote for these extensions on a ballot measure in June.

There are significant proposed cuts to Human Services programs, which are briefly outlined below:

Children and Family Services – Continues the statewide \$80 million cut to Child Welfare administration from last year's veto. Transitional Housing Program Plus (THP-plus), which provides housing services to 18- and 19-year-old former foster care youth, will have reductions in the number of available slots.



CalWORKs – Continues a \$377 million cut to the single allocation. It reduces CalWORKs grants by 13% effective June 1, 2011. It repeals reforms that were passed in the budget two years ago, but it establishes a 48-month time limit, rather than a 60-month time limit for recipients. This 48-month time limit is retroactive to 1998.

Child benefits (safety net) will continue beyond the 48 months for children of unaided parents who get SSI/SSP payments, are non-needy caretakers, or fully meet the federal work participation requirements. These cuts result in state General Fund savings of nearly \$1.5 billion and will decrease our local caseload by about 12 percent.

Child Care – Restores stage three childcare effective April 2011, but eliminates services for 11- and 12-year-olds, and proposes a \$577.5 million reduction in all stages.



Editor's Corner

Cynthia Malvin
Media Specialist

Despite the outlook of the state budget, Human Services departments continue to develop new programs and improve upon existing ones to maintain a standard of excellent customer service. Whether through collaboration, partnership, restructure or federal grants and funding, they have succeeded at being pro-active and keeping the residents of San Bernardino County at the forefront. A few examples of these tremendous efforts are inside this edition.

An exciting new section will be added to the HS Connection next quarter. Public Health's Animal Care and Control unit will join the newsletter with a special "Pet Corner" section. Information will be published about the unit's off-site pet adoption program, and will feature a photo and bio on two animals that are currently up for adoption. The section will also list the dates and locations of where the mobile pet adoption van will appear next.

If your department has an event that may be appropriate for the mobile pet adoption van to attend, please contact Dale Parker of Animal Care and Control. The Pet Adoption van could be at your next community event!



Administrator's Message Continued...

In-Home Supportive Services – Implements an 8.4% across-the-board cut to all services and for all recipients but allows recipients to submit a supplemental care application to the County for an exemption. Cuts would eliminate domestic and related services to a minor child living with an able and available parent, and to any recipient in a shared housing situation. It also requires that recipients submit a physician certification to be eligible for the program.

Medi-Cal – Limits the amount of medical, equipment, prescriptions and doctor visits and institutes a series of copayments for services. Adult Day Health Care and Multipurpose Senior Services Program (MSSP) will be eliminated. It also reduces payments to healthcare providers.

In addition to these cuts, the budget proposes that certain programs will realign to County control. Realignment means that counties will take responsibility for programs and receive some type of dedicated revenue source to run the programs. The last realignment occurred in 1991. It was a complicated transition, which allowed the aligned programs to prosper during good economic times and become underfunded in bad economic times.

In Phase 1 realignment, foster care, Child Welfare Services, Adult Protective Services, mental health and substance abuse programs are proposed to realign to counties. The governor intends to put a proposition on the ballot in June to extend taxes as previously mentioned. These tax extensions are proposed to fund these realigned programs for five years.

In Phase 2, CalWORKs, childcare, child support and food stamps are proposed for realignment to the counties, with Medi-Cal, California Children's Services and IHSS becoming the responsibility of the state. There is no timeline or funding source determined for these changes at this time.

As you can see, there are many changes that will impact our programs. If taxpayers do not approve the tax extensions this June, there will be an additional \$12 billion of cuts that will impact state programs. I'll keep you posted as this plays out.

Until next time.....

Children and Family Services Update

Beverly Green,
Supervising Social
Service Practitioner

Family Advocacy Resource Services (FARS) Units Now in CFS

Children and Family Services (CFS) has partnered with the San Bernardino Domestic Violence Coalition and Preschool Services Department in a collaborative effort to provide much needed services to clients. This partnership has allowed CFS to hire three Substance Abuse Case Managers (SACM), and formulate Family Advocacy Resource Services (FARS) units in each office/region.

The Domestic Violence (DV) counselors in CFS offices provide numerous services, including assessments/consultations, assistance with needed placement in DV shelters, education and referrals, CFS staff training, court orientations, and necessary home visits. These services meet the needs of clients who may be victims of acts of physical, sexual, and psychological abuse.

Preschool Services Family Advocates (FA) assess the child's appropriateness for Head Start/Extended Head Start, help caregivers complete program applications, provide referrals to and assistance with access to additional services the child may need, and help maintain the child's consistent attendance in the program.

The Substance Abuse Case Manager (SACM) is the pivotal position between the treatment provider, social worker, and Dependency Drug Court (DDC), a collaboration between CFS and the Juvenile Court that provides a coordinated strategy of drug and alcohol services under the supervision of the court. All court requirements related to the substance abuse issue are monitored by the SACM to ensure they are addressed in treatment and supported by the court. They provide intensive oversight to CFS parents participating in DDC.

The SACM provides a report to the DDC Team, recommending the level of treatment and ancillary services the parent will need, and reports to the court and the CFS regional social worker regarding the parent's progress in the treatment program.

All three components of the FARS unit attend team meetings, such as Team Decision Making (TDM), Family Group Decision Making (FGDM), etc.

SSSP Beverly Green and CWSM Hope Henry oversee the operations portion of this collaborative. The entire project is under a metric management team of CFS deputy directors: Marlene Hagan for Dependency Drug Court, Mae Harris-Oglesby for Domestic Violence Coalition, and Jeff Wagner for Preschool Services.

CFS staff is delighted to have these much-needed services at their fingertips, and actively seeks the expertise and services of the providers.





Amy Cousineau,
Network Officer

Children's Network Update

The Children's Network has been bustling with activity over the past few months. We have three new staff that have joined our team as follows: Kristy Loufek, Community & Events Coordinator; Anne-Michelle Ellis, Coalition Against Sexual Exploitation (CASE) Coordinator; and Gail Kirtley, Analyst. Each of these individuals is a wonderful addition to our team and to our overall mission of improving communication, coordination, and cooperation among County and community agencies that serve at-risk children and families.

In addition, we have survived an office remodel. We were able to create a user-friendly resource area where our materials are displayed and available for our partners to utilize. We have information and brochures on numerous child safety topics including Safe Surrender, Shaken Baby, drowning prevention, child abuse prevention and much more. Please stop by and check out our resources that are available for your use.

We are getting ready to host our 13th Annual Shine a Light on Child Abuse Awards Breakfast on March 31 at the National Orange Show. If you would like to purchase tickets to attend, please contact Kristy Loufek at (909) 383-9653. In addition, mark your calendars for our 25th Annual Children's Network Conference, to be held on September 28 and 29 at the Ontario Convention Center.

Sadly, as I write this article today, we have learned of a newborn infant that was found deceased in a garbage bag in the city of San Bernardino on January 22, 2011. What a tragedy this is, especially when we have the Safe Surrender law that allows parent(s) to voluntarily surrender a baby at any hospital or fire station. Under this law, the baby can be surrendered within 72 hours of birth and parent(s) are protected from prosecution for child abandonment. Our Safe Surrender Task Force plans to hold an awareness-raising event in the neighborhood where this tragedy occurred in the very near future. If you are interested in joining us to hand out Safe Surrender information, please contact Tammy Williams at (909) 383-9657.



Transitional Assistance Department Update

June Hutchison,
C-IV Project Manager

The TAD Contact Center is Coming Soon!

The Transitional Assistance Department (TAD) will be implementing a Contact Center later this year. The Contact Center will allow customers to call and talk directly to a worker, report changes, ask questions, and participate in required interviews. The Center will be fully integrated within the C-IV System and will bring up the customer's case automatically as the worker answers the call.

Each call will then be routed to workers who have the skills to address the customer's identified need. The Contact Center workers will also communicate with the public using Click to Call and Click to Chat functionality available from our online application, C4Yourself.com. This functionality provides a customer who is completing an application with the opportunity to obtain immediate assistance either using their phone or an onscreen instant messaging program. Since the calls are routed to the TAD Contact Center, traditional workers will be free of phone interruptions and will be able to focus on walk-in customers, case processing, and case maintenance.

TAD's Contact Center will be the first in a California Human Services agency to fully integrate the case management application (C-IV in San Bernardino) with a contact center. The Center is another initiative in the Customer Self Service package of tools available from C-IV. These tools include:

- C4Yourself.com where customers can apply on-line, get information about their case and submit forms electronically, etc.
- Inbound Interactive Voice Response (IVR) where customers can call to obtain case information or request forms;
- Outbound IVR where an automated call is made to the customer for missing forms/verifications and appointment reminders.

TAD is excited to bring this new service and technology to our customers and staff. For questions, please contact June Hutchison at JHutchison@hss.sbcounty.gov or (909) 383-9712.

Department of Aging and Adult Services Update

Senior Nutrition Has a New Program Analyst



The Department of Aging and Adult Services (DAAS) has been providing seniors 60 years and older and disabled adults with programs designed to improve or maintain their well-being and independence. One of those programs is specifically designed to provide nutritious meals and socialization for seniors. Congregate Meals, also known as Senior Nutrition Sites, are often located in senior or community centers throughout the county. Senior Nutrition Sites serve appetizing and balanced meals that meet at least one-third of the Recommended Daily Intake (RDI) of nutrition, vitamins, and minerals in a pleasant atmosphere. Home Bound or Home Delivered Meals provide either frozen, prepared or warm meals to frail seniors at home who are unable to travel to a senior nutrition site due to a disability, illness, or isolation.

Since August of 2006, Teresa Pratt has been the Nutrition Program Analyst managing the program. She left the department for a position as Account Manager for Harmony Information Systems, Inc. as of January 17, 2011. We miss her terribly, but wish her only the best as she begins this new chapter in her life. Being a client of Harmony Information Systems, Inc., the department will still have access to Teresa, as she is now our Harmony Account Manager. Leslie Dunn, formerly a fiscal analyst, has smoothly transitioned into the Senior Nutrition Program Analyst position without missing a beat. **Welcome to Senior Nutrition, Leslie.**

TREP - Transportation Reimbursement Escort Program Gets Increased Funding!

Many San Bernardino County seniors and disabled adults are taking advantage of the Transportation Reimbursement Escort Program (TREP). The Americans with Disabilities Act established the need for public transportation beyond the corridors, meaning beyond the existing routes of public transportation. In response, the Department of Aging and Adult Services (DAAS) began administering TREP in the Morongo Basin, Victor Valley, North Desert, and San Bernardino Mountains. Funding for TREP comes through Measure I. DAAS delivers the program through the collaborative work of the local transit authorities. The Senior and Disabled Fund (SDF), a 501©3, assists DAAS by paying the participants and in turn is reimbursed by DAAS.

Seniors 60 years and older, as well as adults with a disability, are eligible for the program if: they have a Department of Motor Vehicles (DMV) license restriction, there is not a co-resident available to drive them during the necessary time for the trip, they are not able to utilize public transportation, and/or their vehicle is not operable and certified as such by a mechanic or the DMV. Eligible participants choose a driver to take them to their appointment and are provided mileage reimbursement for their volunteer driver.

This year, funding has increased by 182% for Morongo Basin and 150% for the San Bernardino Mountains. These huge funding increases are due partly to the recent increase in participation in these regions and in the Senior Information and Assistance program's strong outreach efforts. If you know an eligible senior in any of the four areas, please let them know about this valuable program.



Department of Child Support Services Update

C. L. Lopez,
Media Specialist

Paternity Establishment

The San Bernardino County Department of Child Support Services (DCSS) is working with parents and hospital staff to establish legal paternity for children born to unwed parents. When a child is born to parents who are not married to each other, paternity can be established at the hospital when the unmarried woman and the child's father sign a voluntary Declaration of Paternity form. Once the form has been processed, a child is entitled to the same rights as a child born within a marriage, such as financial support from both parents and access to the father's medical benefits.

DCSS partners with hospitals and birthing facilities to support the paternity establishment process. This partnership includes providing assistance processing paternity declaration forms and ensuring that these facilities receive payment for the submittal of completed forms.

It is vital that each unmarried parent is fully informed of the importance of establishing legal paternity and that paternity declaration forms are completed accurately. To support this effort, DCSS implements Paternity Opportunity Program (POP) information sessions. Department staff meets with birthing and medical records staff at each facility annually to discuss the benefits of establishing paternity and the proper ways to complete the form. In 2010, DCSS met with 164 staff at 15 facilities located throughout the county.

The numbers tell us that these sessions are effective. During 2010, paternity declarations were executed for 76.5 percent of the children born in the county to unwed parents, well above the statewide rate of 66 percent. In addition, the accuracy rate for these documents was 97 percent.

The department believes that the POP information sessions have contributed to San Bernardino's high performance on the Paternity Establishment Percentage federal performance measure, which measures the rate at which paternity is established for children born to unwed parents.

Establishing paternity for children born to unwed parents helps provide them with the best possible start in life. DCSS will continue to work with hospitals and birthing facilities to ensure that all children have the benefits of establishing legal parentage.



Preschool Services Department Update

Liz Gallegos,
Staff Analyst II

Preschool Prevention and Early Intervention Program Update

Preschool children with emotional difficulties are often academically at risk because they may be perceived as being more difficult to teach. As a result, these children may grow to like school less. The consequence of emotional difficulties experienced by preschool age children may involve serious long-term costs to both the children and their communities. Research shows that aggressive young children who are rejected by their classmates in their first years of schooling are: at high risk for lower academic achievement, a greater likelihood of dropping out of school, eventually at greater risk of delinquency and of committing criminal juvenile offenses in adolescence (Jimerson, Miller-Johnson, Vitaro).

To be ready to learn, children need to be in good physical and mental health, be socially well-adjusted, and possess age-appropriate cognitive competencies. The Preschool Prevention and Early Intervention (PEI) program was implemented as a partnership between the Preschool Services Department (PSD) and the Department of Behavioral Health (DBH) to address serious social-emotional issues experienced by children resulting in behavioral problems and classroom management issues, as well as safety concerns.

The Preschool PEI program addresses three main areas: 1) strengthening teaching skills and classroom management strategies, 2) promoting children's pro-social behaviors and school readiness, and 3) reducing classroom aggression and increasing cooperation with peers and teachers. All the Preschool PEI components emphasize inclusion and participation of parent(s) to help increase the parent-school involvement and provide consistency from school to home.

The three Preschool PEI components implemented to address the social-emotional issues experienced by children in the classroom are: 1) a curriculum for teachers and parents, 2) a bereavement and loss "play therapy" group for children (and parents when possible), and 3) a Master's level Intern Program that provides interns who mentor teachers and parents and offer support to children.

The outcomes of the Preschool PEI program have been extremely positive. When the program was initially implemented in 2009-10, PSD found that approximately 903 children had documented social-emotional issues and had been referred by their PSD teachers for mental health evaluations. One year after implementation of the curriculum and Intern Program, the number of referrals by teachers for children with social-emotional issues decreased by approximately 50 percent, to 463.

Additionally, an eight-week "play therapy" program was provided to approximately 100 children who were at risk of being unable to continue in their classroom environment. After participating, more than 85% were able to maintain participation in their preschool classroom settings, displayed significantly less aggressive behavior, and demonstrated increased positive social-emotional skills.



Employee of the Month

JANUARY TAMMY WILLIAMS

Secretary II, Children's Network



Tammy Williams is Secretary II at Children's Network and has held this position for 11 years. She began her career with the County in 1981 at the County Hospital and worked her way up to a secretarial position. Tammy has administrative responsibility for coordinating numerous committees involving our staff, along with County and community partners. She approaches her work with a very positive attitude and is very helpful to all who call the Network by helping to find the appropriate resources or pointing them in the right direction with a warm hand-off.

Tammy is currently the most "senior" Children's Network employee, in that she holds the longest tenure in this division. With this distinction, she is often called upon to utilize her institutional memory to help in one way or another. Tammy is an invaluable member of our team and keeps us all going in the right direction.

FEBRUARY AUTUMN WARD

Social Worker II, Department of Aging and Adult Services



Autumn has the positive attitude and drive for excellence that raises the standard for her peers. Autumn has worked for Human Services for 10 years. She began as an Office Assistant with the Transitional Assistance Department, promoted to Eligibility Worker, and then transferred to Aging and Adult Services to become a Social Worker. Her peers look to her as the expert on regulations. She recently prevented an error of tens of thousands of dollars by recalling and researching a seldom used regulation. Autumn has the difficult task of denying many clients referred for IHSS. She always provides them with numerous resources to assure their safety. Other times, Autumn

educates clients on the value of allowing care so they may live safely at home.

Recently she developed rapport with a client who was isolated and hoarding. She was able to develop a plan to partialize heavy cleaning tasks in the home so the client would accept the intervention. Autumn's support of her peers and clients goes beyond the knowledge and implementation of regulations. There is no one in the Barstow DAAS office that could say Autumn has not made them laugh. Her delightful sense of humor brightens even the most stressful of days.

MARCH SHARON GONZALEZ

Quality Review Specialist, Program Integrity Division



Sharon works for the Quality Review Unit as a Special Projects worker. She is assigned to two functions: Failure to Provide (FTP) worker, and Electronic Benefit Transfer (EBT) Project worker, and is out-stationed at a TAD Office. As an FTP worker, she works closely with customers who have filed an appeal based on benefits that have been reduced or terminated due to failing to provide information. She works with the customers to obtain the information requested by the case worker, which results in reactivation of the case with no reapplication. This saves time for both the case workers and the customers, and saves money for Human Services.

As an EBT Project worker, she reviews the out-of-state usage report and notifies case workers of customers' continuous out-of-state usage. Sharon's responsibilities require her to work closely with customers, TAD, and sometimes Appeals to help resolve issues based on the project she is completing. She offers suggestions for improvements in work processes, and she assists her assigned office in any way she can to help facilitate an efficient and cohesive work environment. Sharon is always cheerful and friendly when dealing with others and is always willing to learn new job functions if and when the need arises.

Public Service Recognition Week

Public Service Recognition Week is dedicated to honoring men and women across the nation who exemplify excellence in public service. Award ceremonies were held on Tuesday, May 11, 2010, and featured 47 County employees. Ten Human Services employees were among those recognized. Following are highlights on four of these employees.

Public Service Recognition Week



Tammi Graham, Program Coordinator, DPH

Tammi has utilized her exceptional critical thinking skills to develop creative solutions when problem solving. She has successfully implemented changes within the clinics to meet department goals that promote: rapid evaluation and treatment of clients, staff cross training, documentation restructuring, and development of a quality assurance program. She also assisted administration in executing changes at the clinics to ensure a client-focused environment that treats all with dignity and respect. Tammi is honest, direct and respectful in her communications with all levels of staff and a respected leader and valued member of Public Health.



Sally Gibson, Executive Secretary II, VA

Sally has worked as an Executive Secretary II for the past five years and does an excellent job as the director's secretary. She goes out of her way to assist fellow employees in their duties, strives to learn more about various positions within the department, all while pursuing her own personal education at night. Sally demonstrates tremendous administrative skills, strong customer service ability, and a caring heart as she interacts with our veterans and their survivors. She has proven herself to be a tremendous asset and is commended for her outstanding attitude and willingness to serve. Her contribution to the overall success of the department is immeasurable.



Peter Muller, Social Worker II, DBH

Peter is very passionate about his work with mentally ill clients and exemplifies outstanding customer service. He is an outstanding social worker with his caseload made up of high end, mentally ill homeless individuals who typically require very intensive case management. A good example of Peter's initiative and leadership skills is his determination in recouping interim assistance expenses. He has successfully worked with fellow County staff and his clients in recouping these costs. He is one of our most successful case managers, with over half of his clients having transitioned from homelessness to maintaining self-supported housing.



Jackie Laird, Benefits Specialist, DAAS

Jackie treats all customers and co-workers with dignity and respect. She interacts with several other departments and agencies on behalf of the Public Guardian conservatees and has an excellent rapport with them. Jackie goes above and beyond in assisting our clientele, and her demeanor is always courteous, cheerful and helpful. She works independently in her position but is an excellent team player. Jackie's positive attitude, even in the most negative of times, and her willingness to take on new tasks and duties make her a valuable and valued member of DAAS.

The following employees received service pins at the November 30, 2010, presentation. Each employee has served the County for 20 years or more.

Everyday Employees... Extraordinary Work

35 Years of Service



Shown: Arthur Richardson, DBH

20 Years of Service



Shown: Georgann Fohner, TAD; Alyson Ellison-Williams, DBH; Tiffany Leone, DPH; Chris Higginson, ITSD; Julia Blea, CFS; Nora Tompkins-Kisby, TAD; Karen Kennedy, PID; Frank Sammartino, TAD; Betty Watson, HS Admin; Darnisha Childs, TAD

30 Years of Service



Shown: Sheila Richards, TAD; Colleen Krygier, DAAS; Michael Schultz, TAD; Karen Kay, DCSS; Rebecca Valenzuela, DBH; Debbie Deards Ming, PDD
Not Shown: Gail Fraser, ASD

25 Years of Service



Shown: Angel Chong, DBH; Lynden Rodriguez, CFS; Trudi Moe Roser, TAD; Manuel Estrada, DCSS; Brenda Bewley, DCSS; Denise Shefchik, PID; Dominga Garcia, TAD; Jane Adams, DAAS

Not Shown: Brendalyn Clark, CFS; Eve Morris, DAAS; Jaryl Beatty, TAD; John Hurst, PID; Juan Lajom, DBH; Kathleen Taylor, DPH; Rosa Garcia, CFS; Sheila Flores, TAD



Shown: Merna Boone, TAD; Christina Entz, DBH; Janice Tibbs, DCSS; Dr. Prendergast, DBH; Diane Farr, DCSS; Pauline Perea, TAD; Carole O'Neal, CFS; Liz Ybarra, PSD

Not Shown: Aurora De La Torre, CFS; Dessie Flegel, TAD; Douglas Smith, DPH; Ilene Lujan, PID; Jacqueline Donmoyer, DCSS; Janice Carter, CFS; Judy Ann Escarzaga, DBH; Kristy Loufek, CFS; Larry Fehrenbach, TAD; Leanne Drake, PID; Leslie Barton, CFS; Lori Ann Wilcox, HS Auditing; Maggie Perez, TAD; Melanie Duperron, DPH; Patrick Fogarty, TAD; Rodney Lawrence, ITSD; Sophie Antillon, DCSS; Steven Couchot, TAD; Tonie Marie Miranda, TAD; Yolanda Hernandez, TAD



Schedule of Classes

Offerings for April - June 2011

Note: Because of the funding source, *DPA-Only* classes are open only to employees of TAD, CFS, DAAS-APS, DAAS-IHSS and Human Services administrative support divisions.

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

General Development Classes - Class Name	Date	Locator #	Fee	Time
Diversity & Inclusion: Frame by Frame – DPA Only	04/07/11	30945	n/a	8:30 – 4:00
Interviewing and Test Taking Skills – DPA Only	04/13/11	30946	n/a	8:30 – 4:00
Time Management – DPA Only	04/14/11	30947	n/a	1:00 – 5:00
Choose Your Battles – DPA Only	04/14/11	30948	n/a	8:30 – 12:30
Performance Counseling Skills Supervisors Need – National University	04/19/11	30950	\$115	8:30 – 4:00
Serving a Diverse Community – DPA Only	04/21/11	30951	n/a	8:30 – 12:30
Serving a Diverse Community – DPA Only	04/21/11	30952	n/a	1:00 – 5:00
Writing For Clarity and Career (2 days) – DPA Only	04/27-04/28/11	30953	n/a	8:30 - 4:00
Thank You For Calling – National University	05/04/11	30954	\$65	8:30 - 12:30
So, You Think You Want to be a Supervisor? – National University	05/05/11	30949	\$115	8:30 – 4:00
Conflict Resolution – National University	05/05/11	31428	\$115	8:30 – 4:00
Time Management – National University	05/10/11	31429	\$65	8:30 - 12:30
Writing For Clarity and Career (2 days) – National University	05/11-05/12/11	31430	\$185	8:30 - 4:00
Coping With Difficult People – National University	05/12/11	31431	\$65	8:30 – 12:30
Interviewing and Test Taking Skills – National University	05/19/11	31496	\$115	8:30 - 4:00
Training For Maximum Impact (2 days) – National University	05/25-05/26/11	31497	\$185	8:30 - 4:00
Diversity & Inclusion: Frame by Frame – DPA Only	06/02/11	31555	n/a	8:30 - 4:00
Conflict Resolution – DPA Only	06/09/11	31556	n/a	8:30 – 4:00
So, You Think You Want to be a Supervisor? – National University	06/16/11	31498	\$115	8:30 – 4:00
Thank You For Calling – DPA Only	06/16/11	31558	n/a	8:30 – 12:30
Interviewing and Test Taking Skills – National University	06/21/11	31499	\$115	8:30 - 4:00
Workplace Philosophy: What does love have to do with it? – DPA Only	06/22/11	31557	n/a	8:30 – 12:30
Interviewing and Test Taking Skills – DPA Only	06/28/11	31559	n/a	8:30 - 4:00
Training For Maximum Impact (2 days) – DPA Only	06/29-06/30/11	31560	n/a	8:30 - 4:00
Serving a Diverse Community – DPA Only - Victorville	06/30/11	31561	n/a	8:30 – 12:30



Classes for Supervisors - Class Name	Date	Locator #	Fee	Time
Fundamentals of Supervision I (5 days) - National University *You may be eligible for ARRA-paid tuition; Use the "Information for new and current managers.." link on the PERC website.	04/19, 04/20, 04/26, 05/03, 05/11/11	31500	\$650	8:30 - 4:00
Fundamentals of Supervision II (5 days) - National University *You may be eligible for ARRA-paid tuition; Use the "Information for new and current managers.." link on the PERC website.	05/24, 06/07, 06/14, 06/22, 06/28/11	31501	\$785	8:30 - 4:00 6/14, 6/22 are 8:30-12:30

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