

# Human Services Connection

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



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## Administrator's Message

*Linda Haugan*

*Assistant County Administrator for Human Services*

*As I write this,* the state is already six weeks overdue in passing the budget. When we began the budget process in January, we all had high hopes that Human Services programs would get greatly deserved increases. You may remember from some of my prior articles, programs including Adult Protective Services, Children's Services, Child Support and CalWorks have been flat-funded since 2001. The state has not acknowledged that the cost of doing business (CODB) has gone up dramatically in the last several years and they have not paid us for these increases. CODB includes retirement, workers compensation, leases, utilities, supplies and staff Memorandum of Understanding (MOU) increases. This is the main reason we have not been able to hire more staff to cover growing caseloads in these programs.

The January budget and May revise recognized that Human Services program funding is not keeping up with the cost of living, which gave us hope that we would finally be adequately funded. However, when the income tax receipts failed to cover the state's budget deficit, Human Services programs were the first to go back on the chopping block.

Today, republicans are fighting the democrats for deeper cuts into social services in order to balance the budget, thus causing the delay. I am sure that by the time you read this article the budget will have passed, but I anticipate that, once again, our programs will receive less money than in prior years.

On another note, I would like to bring you up to date on a San Bernardino initiative, Operation Phoenix. Operation Phoenix is a collaborative effort of city, state and county agencies to target specific neighborhoods within San Bernardino city in order to reduce crime and improve long-term outcomes for children and families. Our own Children's Network Officer Kent Paxton has been working closely with San Bernardino Mayor Morris for the past several months to get this initiative off the ground. Children's Services, Children's Network, Children's Fund and the Transitional Assistance Department are providing staff and resources in these target neighborhoods in support of this program. Initial results in the first target neighborhood located in north San Bernardino showed a 38% decrease in crime and a decrease in gang activity. Citizens living within the neighborhood stated

*continued on next page*



Editor's  
Corner  
*Cynthia Malvin*  
Media Specialist

# C4 Yourself Coming Soon!

## *In this issue of HS Connection*

you will learn about the projects and programs in which Human Services departments are involved. There are upcoming projects like "C4 Yourself" and "E-Time" and updates on programs already in existence like "Operation Phoenix" and "Medi-Cal."

In addition, we will highlight the employees who have been acknowledged for their excellence through a variety of programs including the Suggestion Awards, and Employee of the Month, along with national celebrations like the National Association of Counties (NACo) awards and the Award for Excellence – Public Service Recognition.

This issue of the HS Connection will hopefully offer you inspiration to excel at your job and work together to achieve success.



## Administrator's Corner

*Continued from previous page*

they felt safer, the streets were cleaner and that their children were happier. The program will be expanding to five other neighborhoods, also with Human Services involvement. More to come on this in the future.

On one other note, I want to congratulate our four Leaders in Action graduates, Greg Conkin, DCS; Jeff Luther, DCS; Lori Ciabattini, ASD; and Teri Wright, TAD. They worked hard for their diploma. In this issue of the HS Connection and future editions, they will bring you information to raise your awareness of programs that are going on within our Human Services departments.

I hope all of you had a terrific summer and had a chance to spend vacation time with your families and friends. The holidays will be here before you know it! Have a great fall season. Until next time....

At the end of October

2007 the Transitional Assistance Department (TAD) will unveil an exciting new way for customers to apply for Food Stamp benefits.

As a result of a \$1 million grant from the USDA-Food and Nutrition Service, San Bernardino County and the C-IV Project created an Internet-based Food Stamp application.



This new application and website called C4 Yourself will allow the public to apply for Food Stamp benefits from the convenience of their own home, local library, school or any computer with Internet access. The website and application will be available in English and Spanish.

The C4Yourself process will benefit TAD by reducing the number of customers visiting the office, minimize C-IV input by staff and interview time necessary to determine eligibility for the Food Stamp program. The information provided by customers via the online application will be automatically submitted to the district office in real time. The staff will be able to transfer the information provided directly to the C-IV data collection pages with the click of a button.

Other County and HS departments can refer customers to the website or assist customers in completing the application online.

The Food Stamp Program is a food and nutrition program that is the first line of defense against hunger in our nation. Customers access benefits from a debit-like card used in grocery stores or other authorized Food Stamp retailers.

Look for more information on the web address coming soon!

**For more information on C4 Yourself, please contact  
June Hutchison – [jhutchison@hss.sbcounty.gov](mailto:jhutchison@hss.sbcounty.gov)**

# Now is the Time to Enroll in Career Development Classes

It's a new fiscal year, so now is the time to take a look at your Memorandum of Understanding (MOU) for availability of funds and register for career development classes today! Learn new computer skills, take a refresher course on proofreading, or learn to identify the career that's right for you. The Performance, Education and Resource Centers and other learning institutions offer a variety of classes to help you develop and expand on your career.

Take these simple steps to register now.

1. There are three ways to pay for classes you wish to attend.
  - A. Request to use Tuition Reimbursement (MOU) funds to pay for all or a portion of the class. Check your MOU for availability of funds (fiscal year runs from PP15 through PP14). (\*Employee

may want to register for a class after approval of funds is confirmed.)

- B. Your department pays for all or a portion of the cost of the class. (\*Employee may want to register for a class after approval of funds is confirmed .)
  - C. The employee pays for all or a portion of the class they wish to attend.
2. Where is the class located?  
(Visit countyline/PERC for a schedule of classes offered by the Performance, Education & Resource Centers).



CLASSES AT PERC	CLASSES OUTSIDE OF PERC
Complete an Education Assistance Proposal (EAP) with your Supervisor's signature	Complete an Education Assistance Proposal (EAP) with your Supervisor's signature
Submit your completed EAP to PERC for processing prior to the first day of class.	If your funds are administered by PERC, then you will submit your completed EAP, class description or registration, and cost information to PERC prior to the first day of class.  If your funds are not administered by PERC, then you will submit your completed EAP to your department's fiscal unit.  (refer to the Administered Funds chart below to verify who administers your funds.
	After you have completed the class you will need to turn in proof of payment and class completion in order to receive your tuition reimbursement.

Occupational Unit	Fiscal amount available per person
Administrative Services	\$400
Clerical	\$200
Craft, Labor and Trades	\$400
Exempt	\$1,000
Management	\$500
Professional	\$400
Supervisory	\$600
Supervisory Nurses Unit	\$700
Technical and Inspection	\$600
Specialized Peace Officer /	\$2,000
Specialized Peace Officer Supervisor	\$2,000

PERC Administered Funds	Department Administered Funds
Clerical	Administrative Services
Craft, Labor and Trades	Exempt
Supervisory	Management
Technical and Inspection	Professional
Specialized Peace Officer/ Specialized Peace Officer Supervisor	

**Still have questions?  
Call Monique Morales at PERC in Ontario at  
(909) 458-1618.**



# Children's Network Update

*Kent Paxton*

## OPERATION PHOENIX

In 2005, the city of San Bernardino was ranked the 18th most dangerous city in the United States, with over 14,000 violent crimes, and 1,250 Part I crimes reported. It has been listed as one of the top five most dangerous cities in Southern California for the past 10 years.

According to the Prevention Institute, a non-profit national center dedicated to improving community health and well-being, violence prevention must address the complex issues contributing to violence including: fragmented families, substance abuse, educational failure and poverty.

Mayor Pat Morris of the city of San Bernardino has developed and initiated Operation Phoenix, a coordinated response to crime and related family and youth issues, to create long-term neighborhood assets in target areas in the city with a high rate of Part I crimes. Operation Phoenix addresses the complex issues contributing to crime and violence through a partnership with the County of San Bernardino, the San Bernardino City Unified School District, the State Department of Corrections, and California State University San Bernardino.

The partnership provides a coordinated interagency, multidisciplinary team approach to prevention, intervention, and suppression strategies in the Operation Phoenix target area. A planning retreat was held in May 2006 to create the Operation Phoenix Operational Protocol.

A 20-block area in the center of the City of San Bernardino was chosen as the Operation Phoenix target area. In that target area in 2005, there were 204 Part I crimes including four murders, 43 robberies, 44 aggravated assaults, and 52 burglaries. There were 69 identified state parolees, 90 adult probationers, and 16 juvenile probationers in the target area.

Also in that 20-block target area, there had been over 2,000 child abuse referrals in 2003, over 80 substance exposed infants born in 2005, over 420 teen pregnancies in 2005, and over 2,400 children suspended or expelled from neighborhood schools. Out of \$1.8 billion spent on welfare and related benefits countywide every year the city receives over

\$400,000,000 due to the high rate of poverty.

A survey conducted in May 2006 with neighborhood residents in the target area validated the concerns indicated by the data.

Operation Phoenix has a Steering Committee and a Street Team. The Steering Committee meets monthly and is comprised of directors and managers from the partner agencies. The Steering Committee serves as an advisory committee to the mayor on operational issues and serves as a forum to develop new partnerships and programs.

The Street Team is a multidisciplinary team that includes various law enforcement representatives, code enforcement, social workers, mental health clinicians, public health nurses, victim witness advocates, and school district attendance staff. The Street Team cross-refers to each other, coordinates activities based on law enforcement calls for service related to family issues, and coordinates services related to code enforcement "sweeps."

During one sweep the first part of August 2006, over 220 building code violations were found, five referrals were made to Child Protective Services, 15 referrals were made to Public Health, and 35 children were found either not enrolled or attending school. On another sweep the end of August 2006, five arrests were made on narcotic charges and outstanding warrants, and a stolen car was recovered.

In September 2006, the new Operation Phoenix Foundation was established. As a non-profit arm of Operation Phoenix, it seeks grants and other funding to support Operation Phoenix activities, and community- and faith-based organizations in their efforts to support families, and youth, and prevent crime. The foundation recently received \$200,000 from the San Manuel Band of Mission Indians to build an in-door basketball court for youth in the Operation Phoenix target area at the Church of the Nazarene.

There has been a 43% reduction in crime in the Operation Phoenix target area after one year of operation. Plans are underway to expand Operation Phoenix to five new areas in the city.

# Suggestion Award Program



The Suggestion Award program was developed to encourage employees to share their ideas of helping the County deliver more efficient and effective services to the public. Employees whose ideas have a measurable benefit, either by saving labor and resources or by enhancing revenue, may receive a monetary or tangible award from the

Board of Supervisors of the County of San Bernardino. Suggestions that improve service, public satisfaction, or morale are eligible for an intangible award.

The following personnel from Human Services departments were recognized on July 17, 2007, at the Board of Supervisors meeting.



**Helen Mack**, a District Manager with the Transitional Assistance Department, submitted a winning suggestion to reduce the amount of paper used by scanning documents into a storage location versus copying the documents. This suggestion earned her a Certificate of Commendation presented by Supervisor Josie Gonzales and the Board of Supervisors.

**Cameron Ward**, an Office Assistant with Aging & Adult Services, suggested saving printing costs by eliminating program materials that participants do not take part in, but is included with County checks given to the Senior Training and Employment Program (STEP). She too received a Certificate of Commendation from Supervisor Josie Gonzales and the Board of Supervisors.



If you want to submit an idea that may assist the County and its departments to better deliver services to the public or meet program guidelines, please visit the Suggestions Awards home page

[countyline/suggestionawards](http://countyline/suggestionawards)



## Children's Fund Update

*Rebecca Stafford, MSLM,  
Executive Director*

*As another fiscal year draws to a close*

here at Children's Fund, I cannot help but reflect upon our extraordinary year of progress and achievement. Children's Fund celebrated our 20th year of success by expanding and developing in ways we could never have imagined as the year commenced. All facets of our organization, from the Daily Referral Program to our fundraising events, experienced phenomenal growth and reached new heights. We saw the creation of new programs and levels of giving that demonstrated the strength of the commitment that the County has for our at-risk children.

Throughout the year, our Children's Fund team worked diligently to forge new partnerships within our community and moved vital funds and products into the hands of over 67,500 at-risk children through daily referrals, programmatic support, the Celebration of Giving Campaign, and in-kind donations. Our efforts to expand our services to the High Desert region paid off with a triple-increase in the number of referrals filled. It was also a record setting year for in-kind donations for program supplies, including a generous donation of 1500 bags from the My Stuff Bags Foundation and over \$6,000 in supplies donated for the Youth Sports Fair by Bakers Drive-In, Kraft Foods and the Virgin Megastore.

Children's Fund event staff worked hard in 2006/2007 to raise the funds that ensure impoverished children receive life's essentials. The 18th Annual Celebration of Giving was a tremendous success as The Fund organized the Inland Empire's largest toy drive and was privileged to provide over 36,000 children with a toy during the holidays. The President's Circle, Children's Fund's loyal collection of business leaders in the community, also held multiple successful events during the year, including an evening with baseball legend Steve Garvey and the Third Annual Civic Leader Tour, which convoyed business leaders deep into the Rocky Mountains to explore NORAD. The event year concluded with the 15th Annual A. Gary Anderson Memorial Golf Classic, held in June 2007. Our premier golf event was a tremendous success, netting over \$360,000 for the Daily Referral Program.



Bill Nietschmann, Rebecca Stafford, Susan Atkinson, Supervisor Josie Gonzales, Linda Haugan,

Children's Fund also forged new pathways with a renewed focus on an often forgotten but valuable population of at-risk children, young adults 18-25 years of age. The Children's Fund Board of Directors dedicated resources to help bring to light the plight of this too often neglected populace of youth, with the implementation of three innovative programs. Children's Fund is endowing eight scholarships to four community colleges in San Bernardino County, allowing foster care youth the opportunity to focus on studies and enrich their lives. Additionally, we have entered a partnership with Cal State San Bernardino to support sophomore foster youth with four endowment scholarships. To help encourage lifelong change and to foster the importance of giving back, The Fund has also pledged to support a mentorship program, at Cal State, whereby upperclassmen will be responsible for mentoring freshmen students.

You too gave back to Children's Fund through the year, as 2006/2007 saw an increase of County employee support. Through the County's Combined Giving Campaign, thousands of County employees pledged to join together as a united voice for our children. The monthly contributions received through payroll deductions are the lifeblood of Children's Fund and continue to help sustain our daily outreach. County employees also gave of their time in 2006/2007, volunteering time and energy during the Celebration of Giving and golf tournament. Children's Fund also received \$8,000 in support from the EJC Memorial Golf Classic held in October 2006. The EJC tournament and the Ciabattini family continue to be leaders in volunteer support and valuable contributors to Children's Fund mission. Our kids are blessed to have them on their team!

As I look out onto the horizon, the future is optimistic for Children's Fund. As a result of generous support from both the County and the A. Gary Anderson Foundation, Children's Fund is looking at growing

# Are San Bernardino County's Youth Prepared to Enter the Workforce?

San Bernardino County is expected to grow to 3.7 million people by the year 2050, as reported by the California Department of Finance. Our youth will play a critical role in the vast economic growth and future of San Bernardino County. But are our youth qualified to take on such an important role? A recent study conducted by the Southern California Association of Governments (SANBAG) reports the county's high school dropout rate has risen to 20 percent. The county's students leave high school at a rate higher than the national average! Our youth need training and career guidance that will deter them from crime and gangs and prepare them for our region's growing industries.

As reported by Supervisor Gary Ovitt, June 21, 2007, the San Bernardino County Workforce Investment Board is working to address this challenge. The Workforce Investment Board has allocated funds to help our youth who are most at-risk of criminal activity and gang involvement. The funds help youth further their education or learn the skills needed for today's workforce, while providing them with information on career options, growing industries in the county and how to increase their earnings for an improved quality of life.

## Coming Soon!

The Performance, Education & Resource Center's  
**e-Learning Network**

will allow employees to register for  
career development classes online.

Visit [countylines.com](http://countylines.com)/PERC for the upcoming release of the e-Learning Network.  
The fast and easy way to register for career development classes.

*Continued from previous page*

stronger than ever. The start of 2006/2007 saw a staff of only six people, but through growth and expansion, we are excited to head into 2007/2008 with a staff of eleven dedicated and caring individuals, each devoted to increasing the services and support that The Fund provides to our children.

It is only through the continued dedication, commitment and efforts of our County Board of Supervisors, County supporters, The Fund's Board of Directors and staff, donors and volunteers that we will continue to make a difference in the lives of at-risk children in San Bernardino County. All of these individuals and organizations truly embody the humanitarian spirit in its purest form ... to all of you, we are deeply indebted! Because of your commitment and generosity, we – together – continue to make dreams come true and a difference, day after day, in the lives of thousands of children at risk.

### Making Connections – Remember To

# HAVE FUN!

If you are going to spend time networking at an event, you should keep this one thing in mind: Don't forget to have fun. Susan RoAne in *How to Work a Room*, says that this is a key ingredient to making successful connections. Why? Because people sense when you are genuinely enjoying yourself—and enjoying your interaction with them. Don't you prefer people who are having a good time?

*First Draft – June 2007*

# Creating a Learning Culture in Human Services

Organizations with a 'learning culture' are constantly discovering new ways to develop and deliver services and satisfy customers' needs. One way to foster a learning culture in Human Services is to share information across departments. Recent **Leaders in Action** graduates, Lori Ciabattini, Gregory Conkin, Jeff Luther, and Teri Wright, will provide articles in the *HS Connection* to help staff gain a better knowledge of the programs and services offered in various HS

departments. In this issue, learn about the Department of Children's Services (DCS) Regional Budget Committee (RBC).

In addition, in the next *HS Connection*, look for a list of contacts for each HS department, to get more information or to have a subject matter expert attend one of your all staff meetings.

## Dept. of Children's Services

*The mission of the Department of Children's Services (DCS) includes a value that "Services will be delivered with the lowest necessary level of intervention."*

Many families that DCS assists have financial needs challenging their ability to adequately care for their children. Regional Budget Committees (RBC) were established to help keep DCS involvement minimally intrusive while appropriately addressing child abuse and neglect issues.

An RBC is attached to each of the three DCS regions. This committee is assigned a budget each fiscal year from which services may be purchased for families that have an open referral with allegations of child abuse or neglect or an ongoing case with sustained allegations.

Social workers can request funding for their clients for many services. Some of these services include counseling, domestic violence intervention, hotel vouchers, bus passes, gas script, rents and security deposits. Given that RBC has a limited budget, existing sources of funding for services and hard goods other than RBC are explored first, such as through contracted vendors, Children's Fund and Community Action Partnership.

RBC funds are expended with an eye to teaming with clients for a realistic plan of meeting the family's



**Regional  
Budget  
Committee**

ongoing needs. For example, when first month rents and security deposits are paid through RBC, a share of cost from the client is explored. This share helps reinforce that DCS and clients form a partnership to provide for the safety and well being of the children. This helps with ownership of the plan and commitment to making it work.

DCS staff continues to team with parents and caregivers of children in need. RBC is one of the venues through which services may be obtained along with other resources in the community such as family, churches and friends.

If you would like to request a speaker on this topic for one of your department meetings, please contact Gregory Conkin via the Outlook global address book or at [Gconkin@hss.sbcounty.gov](mailto:Gconkin@hss.sbcounty.gov)



# Public Service Recognition Week

**CELEBRATE  
PUBLIC SERVICE**

**Public Service Recognition Week • May 7-13, 2007**



[www.excelgov.org](http://www.excelgov.org)



This poster was developed through the generous support of the Blue Cross and Blue Shield Federal Employee Program

Public Service Week is dedicated to honoring women and men across the nation who exemplify excellence in public service. This year seven Human Services employees were recognized. Two of these employees are highlighted below.



**James Locurto**  
TAD

James exemplifies a level of customer service and professional attitude that exceeds expectations. He takes the initiative to develop solutions that provide cost savings and improved processes. He provided a level of leadership that was needed during his assignment as Acting Deputy Director, and has recently been promoted to that position. James understands, believes, and encourages others to embrace the mission and vision both of the department and the County.

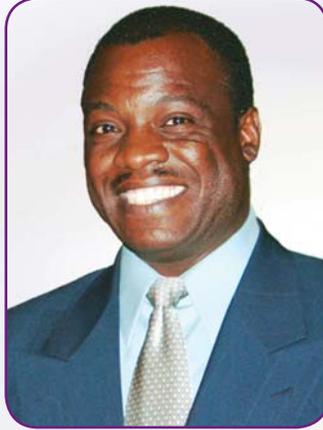


**Gloria Affatati,**  
PERC

Gloria has provided strong leadership and stability in a time of tremendous change in the department. She has the unique ability to positively blend both business and human dimensions of her professional duties. Gloria consistently brings out the best in PERC staff, while challenging them to higher levels of professionalism, talent development, and enhanced capabilities. She is a profound role model and inspiration for PERC staff and is truly a manifestation of Service F.I.R.S.T.

# Employees of the Month

July



## John Hams, Preschool Services

John began his career with the department as a Clerk/Food Service Worker in 1994, holding various positions with the department until 1999 when he became a Program Generalist with the Family and Community Partnerships division.

Through his various positions with Preschool Services, John has presented nutrition education activities and department resources to parents and children in a very creative and enthusiastic manner. John works tirelessly on behalf of children with disabilities through local education and community agencies. He is a dedicated, valuable

employee who believes in assisting families that have suffered debilitating experiences due to poverty, lack of education, and sexual and child abuse, to overcome their difficulties and become self-supporting and productive citizens.

John always has a can-do attitude and is very adaptable to an ever-changing work environment. He is constantly thinking of ways to make the processes better or easier, and has made many worthwhile suggestions to management staff. John currently resides in Palm Springs and is working on his Bachelor of Science degree in Human Services Management at the University of Phoenix.

August



## Supriya Barrows, Transitional Assistance

Supriya has been an Employment Service Specialist for the past eight years and has worked in case management, orientation and appraisal, and job services. She has assisted customers in identifying self-sufficiency barriers and

overcoming obstacles, leading to employment and independence.

Recently Supriya was a key participant in the department's Incentive Work Group. She provided many great ideas and recommended processes that not only have led to the success of the TAD Open Houses Project, but also bridged the communication and cultural challenges that have existed among program staff. She demonstrates her Service F.I.R.S.T. attitude in all aspects of her work performance and communication. Her active and creative participation has since led to her new position as a Program Specialist I with Program Development.

September



## Shanell O'Neal, Veterans Affairs

Shanell was recently recognized for her efforts providing outstanding customer service during the past year. She does an excellent job managing Veterans Affairs main office reception counter and phones. She

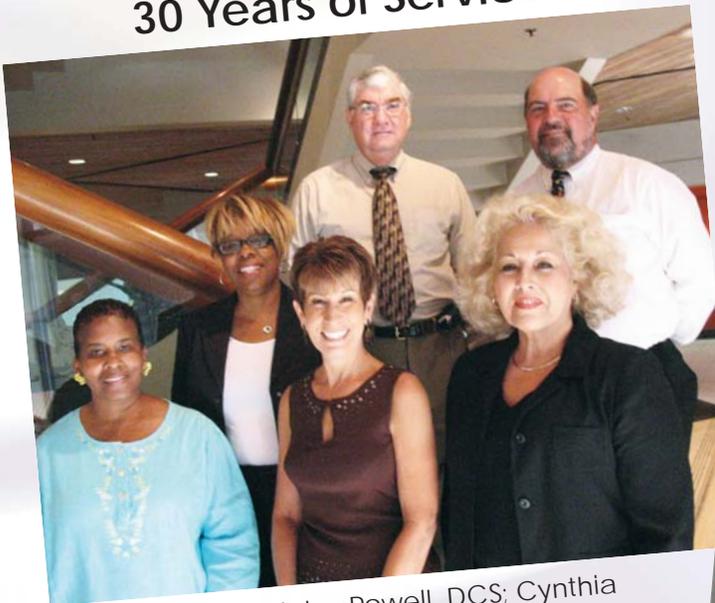
consistently presents a cheerful attitude and patiently explains procedures to customers. Shanell has received numerous positive comments and thanks from the public via the department's customer satisfaction surveys. Her dedication to her job makes her a true asset to both Veterans Affairs and its customers. She contributes significantly to the overall success of the department's mission.

# Everyday Employees... Years of Extraordinary Work

The following employees received service pins at the Board of Supervisors meeting held Tuesday, June 12, 2007.  
Each employee has served the County for 20 years or more.

*We extend our congratulations to the following employees:*

## 30 Years of Service



**Front Row:** Gwendolyn Powell, DCS; Cynthia Potter, PSD; Dulcy Gerdes, DCS. **Back Row:** Janice Truss, DCS; Earl Dugas, VA; Gary Morris, HS Administration. **Not Shown:** Erlinda Torres, HS Auditing; William Marquez, TAD

## 25 Years of Service



**Left to Right:** Debbie Pistilli, DAAS; Martha Guerrero, TAD; Cari Grossman, TAD; Maritza Ortiz, DCS. **Not Shown:** Elizabeth Dunford, DCS

## 20 Years of Service



**Left to Right:** Betty D'escalis, DCS; Craig Scott, HS Auditing; Donnell Howard, TAD. **Not Shown:** Thomas Rivera, HS Forms and Distribution; Carol Bibbs-Wortham, DCS; Glenda Crawley, DAAS; Annette Dussett, DCS; Lucinda Larson, PID; Frances Quintana, DCS; Wesley Sanders, DCS; Judith White, DCS; Maria Marker, TAD

# CITIZENSHIP REQUIREMENT INFORMATION

The federal Deficit Reduction Act (DRA) of 2005 requires documentation of United States (U.S.) citizenship or U.S. national status and identity as a condition of Medi-Cal eligibility. Implementation instructions were issued by the state in June, 2007.

Implementing these new requirements at the county level requires coordination among many departments/programs. A workgroup comprised of various stakeholders, including Program Development Division (PDD); Transitional Assistance Department (TAD); Performance Education and Resource Centers (PERC); and C-IV staff is working to develop material for quick, yet thorough, training and implementation. Information will be issued to staff and necessary training will be provided as soon as details are finalized.

## Some highlights of the new requirements are:

- **Persons receiving Medi-Cal under certain programs will be exempt from the requirements**, including Minor Consent Services, SSI eligible persons, persons receiving Social Security Disability Insurance, persons receiving Social Security RSDI based on their own disability, Foster Care, Medicare, and Deemed Eligible infants.
- **The new requirements will be applied differently to applicants and continuing customers.** New applicants will have to verify citizenship and identity before benefits can be approved and issued. Continuing customers will be required to meet the requirements at the next annual re-determination

and will continue to receive benefits while making efforts to provide acceptable documentation. At any time it is determined a customer cannot provide the documentation, or is no longer making an effort to provide it, restricted benefits (including Medi-Cal emergency services and pregnancy related care) will be processed.

- **Citizenship and identity documentation is a one-time activity.** Once provided, the documentation will not be collected again, even if the beneficiary moves to another county or has a break in aid.
- **All documents provided** as evidence of citizenship and identity must be originals or certified copies of originals.

The California Department of Health Services has run several automated birth record matches for Medi-Cal eligibles and applicants already known to the state MEDS system and persons for whom a birth record was found in one of these matches will not be required to provide evidence of citizenship. Counties will also be able to provide birth information and request an automated match against California birth records for persons who were born in California and, if a match is found, the citizenship requirement will be considered met.

All Medi-Cal beneficiaries will be notified of the new requirements by the state, they will be given a reasonable opportunity to provide documentation, and counties will provide assistance to applicants or beneficiaries incapable of acting on their own behalf.

## To Motivate, Focus on Strengths

**The best managers know that finding a worker's strength is the key** to maintaining a happy, motivated worker. The trap to avoid is offering criticism that point out weaknesses and tears down the workers confidence. For instance, if you are training a worker in customer service and you observe him or her struggling with a new skill, opening a new account or something of that ilk, as a manager you're probably better off if you allow that person to struggle through and to come to you with questions, rather than

hovering over him or her and pointing out errors or omissions in front of the customer.

Of course, sometimes workers have to be corrected no matter what, especially when it comes to safety, but there's usually a way to deliver even that kind of criticism in a human way. The old-school practice of shaming and humiliating employees should be put where it belongs –in the past.

*First Draft – June 2007*

# Seniors Take a S.T.E.P. Back Into the Workplace

Do you know a senior citizen who has been retired and is now looking to get back into the workforce? Many of us do since the cost of living continually increases and life's situations change. Local seniors are taking the right steps to merge back into a technologically advanced workplace by participating in the Department of Aging and Adult Services Senior Training Employment Program also known as S.T.E.P.



It is not easy finding a job in San Bernardino County, regardless of your age, unless your specialty is in distribution and warehousing. Seniors face many difficulties merging back into the workforce, age being one, along with vast technological advances unfamiliar to their generation. S.T.E.P. is a program that helps place eligible participants (county residents, 55 years or older) in work training programs at government agencies and nonprofits countywide. The participants are assured at least a minimum wage and no more than 20 hours per week of on-the-job training. Currently there are 151 participants in the program. Last year 72 people left the program, and 31 of those participants were placed in permanent jobs. The maximum participation time in the program, as reported in the San Bernardino Sun, is four years due to recent changes effected by the federal government as of July 1.

Check the San Bernardino County Sun, July 4, 2007 for the full article on the experiences of two local S.T.E.P. participants.

**If you would like further information on  
S.T.E.P.  
or additional services offered by the  
Department of Aging and Adult Services  
call (909) 891-3900**

## EVENTS

### Upcoming Human Services Department and Division Events and Conferences.

#### September 2007

3 County Holiday -  
Labor Day



5 - 6 **Children's Network**  
21st Annual Conference

12 **Department Of Aging & Adult Services**  
Seniors Healthy Aging Fair (San Bernardino)

18 - 20 **Children's Fund**  
Circle Astronomy Tour

30 **Department of Child Support Services**  
Western Interstate Child Support  
Enforcement Council Conference  
(thru 10/4/07)

#### October 2007

1 - 4 **Department of Child Support Services**  
Western Interstate Child Support  
Enforcement Council Conference

4 - 5 **Children's Fund**  
3rd Annual Civic Leader Tour

8 County Holiday -  
Columbus Day



10 - 12 **County Welfare Directors**  
**Association of California (CWDA)**  
Annual Conference

#### November 2007

12 County Holiday -  
Veteran's Day

13 **Children's Fund**  
A-Club Tournament



15 **Children's Fund**  
Bonnes Meres Holiday Auction

22 - 23 County Holiday - Thanksgiving

#### December 2007

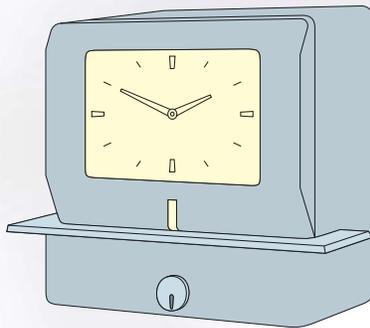
24 - 25 County Holiday -  
Season's Greetings

31 County Holiday -  
New Year's Eve



# E-Time Arrives in Human Services

The goal of the e-Time project is to phase out centralized paper-driven time entry by allowing employees to enter and submit time electronically giving managers the ability to approve or deny the employee's time using a web-based payroll method within the Employee Management and Compensation System (EMACS).



The transition from paper to web-based reporting consists of two phases: (1) Pilot Group Implementation and (2) Full Workforce Implementation.

The Pilot Group Implementation phase consisted of approximately 900 employees and ran from February 2006 to February 2007 in the departments of the Auditor-Controller Recorder (ACR), Human Resources (HR), Information Systems (ISD), County Administrative Office (CAO), Board of Supervisors (BOS) and Probation. Time submissions and approvals for these employees have resulted in successful paychecks each pay period.

## e-Time benefits include:

- EMACS security
- Paperless time submission
- Real-time reporting – No forecasting time
- Daily time reporting
- Automation of 9/80 schedules
- Default work schedule automatically populates the *time entry page*
- Absence requests and holiday hours automatically populate the *time entry page*
- Online approvals
- Online edits before time is “submitted”
- Leave balance edits
- Reported hours balanced to standard hours (expected hours worked each pay period)
- Electronic timestamps
- Automated notification emails

Human Services departments currently using e-Time are Management Services, Veterans Affairs, Children's Services, Transitional Assistance, and Preschool Services Administration. The Department of Aging and Adult Services, Office on Aging, In-Home Support Services-Public Authority, the Department of Child Support Services and an additional division within

Preschool Services will begin using e-Time in pay period 17/07. The remainder of Preschool Services' divisions will begin using e-Time in pay period 20/07.

e-Time pay period deadlines differ from paper TLR deadlines. Time should be submitted for approval **AFTER the pay period end date** and before 2:00 pm on Tuesday following the pay period end date. The deadlines are displayed on the e-Time Entry page and emails are automatically sent to all e-Time reporters listing the deadlines for each pay period.

Manager/Approvers cannot approve any timesheets until **AFTER the pay period end date** and their deadlines also appear on the Mass Approval page. The manager/approver deadline is 2:00 pm Wednesday following the pay period end date.

All employees will report daily time. EMACS requires all manager/approvers to set a work schedule for their employees working a 9/80 schedule. The employees will then be required to agree to the work schedule established before e-Time will allow them to complete their first timesheet. The employee's default work schedule will then be created by e-Time and will appear on the Employee Preference page. Employees may edit their default work schedule as necessary thereafter. Because timesheets automatically populate with the default schedule, employees do not have to type in their time every pay period. Employees who work their default schedule will simply submit their timesheet for approval; employees who work time other than their default schedule will edit their timesheets before submittal.

Additionally, employees are responsible for correcting errors identified by e-Time before e-Time will accept the timesheet submittal. Errors include leave balance edits in which employees will not be permitted to code more leave than they have in their accrued leave balances.

Managers or their delegates are responsible for approving, denying or modifying timesheets, absence and/or overtime requests submitted by their employees. All employees are considered 'positive' time reporters, meaning their time must be approved before it is processed by EMACS. Time can be approved in mass or individually by employee.

I hope you enjoy using e-Time. The team in HS Personnel is ready to assist you with e-Time and to answer any questions that arise. Please contact the payroll specialist assigned to process payroll for your department.

# Long-Term Care Ombudsman

## 2007 Annual *Recognition Luncheon*



Victoria Behbahani, State Ombudsman Analyst; Joseph Rodrigues, State Ombudsman; Barbara Davis, DAAS.

**The Annual Long-Term Care Ombudsman Recognition meeting and luncheon was held on Tuesday, June 26, 2007.** The meeting serves as a time to recognize the "Ombudsman men and women who dedicate their time unselfishly, share a passion for helping the elderly, and who devote their time and efforts to advocate and speak for those who sometimes have no other voice," says Lynda DiAlo, Ontario Field Coordinator for the Ombudsman program.

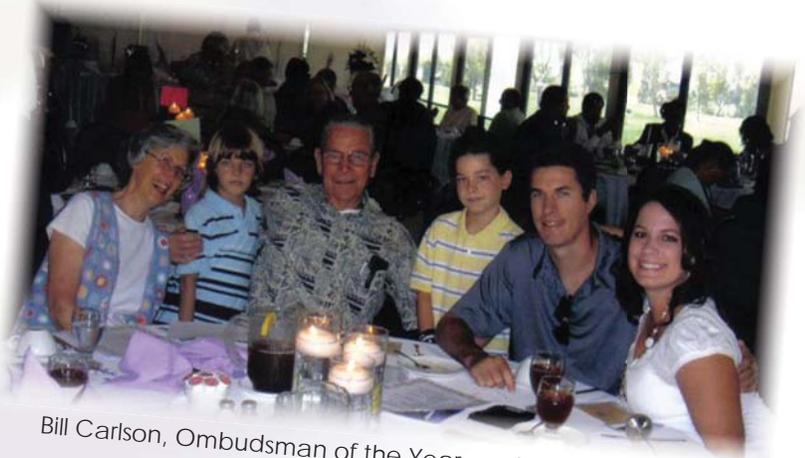
Last fiscal year, volunteers serviced a total of 1,316 new cases, 640 advanced directives, closed 1,210 cases and investigated over 1,951 complaints/concerns (over 3,600 hours of service) for the County of San Bernardino Ombudsman program. Supervisor Mitzelfelt's office,

State Ombudsman Joseph Rodrigues, and local program staff assisted with presenting awards to 33 dedicated Ombudsmen for their selfless contributions. Among those recognized were Betty Trost who contributed twenty-two years of volunteer service, Barbara Davis for 14 years and the 2006 Ombudsman of the Year Bill Carlson for 14 years. Roberta Wertenberg, Program Manager, says, "Ombudsman volunteers are the heart and pulse of this program."

The luncheon included a special appearance by vocalist Elana Dorsey intertwining humor with

musical lyrics and songs, and a powerful and personal presentation by keynote speaker and PERC Chief Learning Officer Diana Alexander on "Answering the Call." Mrs. Alexander addressed the audience with her personal experiences and the impression left by working side-by-side with the 2006 Ombudsman of the Year. The audience then took part in a team building exercise led by Lynda DiAlo, themed "Together We Can," designed to create trust, develop network skills and healthy competition.

The meeting and luncheon concluded with closing remarks and sentiments from the Department of Aging & Adult Services Director Colleen Krygier.



Bill Carlson, Ombudsman of the Year, and family members.



Mark Uffer **CAO**, Diana Alexander **PERC**,  
 Andrew Lamberto **HR**



**Department of Children's Services**  
 Front: Mae-Harris Ogelsby, Angela Stangle, Amy Nelson.  
 Back: Jean Texera, David Harryman

**The National Association of Counties (NACo) has over 2,000 member counties** and is the only national organization that represents county governments in the United States. NACo voices issues before the federal government, improves the public's understanding of county government, assists counties in finding innovative solutions and offers value-added services to save counties and taxpayers money.

Created in 1970, the Achievement Awards program recognizes innovative county government programs that particularly modernize and streamline county government increasing its services to the public. This year 97 counties from 27 states participated in the program. California was represented by nine counties with a total of 97 awards. San Bernardino County received twelve of the 97 awards and was presented with certificates at the Board of Supervisors meeting Tuesday, June 26th. The winners were also formally recognized in Virginia on Sunday, July 1st.

Following is a list of California's participating counties in order by the number of awards received.

San Diego County	41
Los Angeles County	28
San Bernardino County	12
Orange County	7
Riverside County	4
Contra Costa County	2
Madera County	1
Nevada County	1
San Mateo County	1

Visit  
**[www.naco.org](http://www.naco.org)**  
 for a complete list of each county's  
 award-winning innovative program

# ACHIEVEMENT AWARDS



Colin Bailey, HS Administration



Department of Children's Services  
Veronica Hilton, Bonnie Rice, Jim Hollis,  
Jean Texera

**Of the twelve awards presented to San Bernardino County, four were awarded to Human Services departments.**

1. "Helpful Numbers for Seniors" Pamphlet/Board of Supervisors Paul Biane.
2. "Teach a Man to Fish"/County Administrative Office.
3. "Service F.I.R.S.T. "/County Administrative Office, Performance, Education & Resource Centers and Human Resources.
4. "Standard of Dress and Grooming Policy"/County Administrative Office and Human Resources.
5. "Jail Information Management System Web Front End"/Information Services and Sheriffs Department
6. "My Health Matters!"/Human Resources
7. "Sex Offender Supervising Program"/Probation
8. "GIS Client Mapping for Disaster Preparedness"/ Human Services Administration
9. "Educational Supportive Services Program"/ Department of Children's Services
10. "Court Video and PowerPoint Orientation Program"/Department of Children's Services
11. "Children's Crisis Response Team"/Department of Behavioral Health
12. "Breast Management Pathway Program"/ Arrowhead Regional Medical Center

# San Bernardino County Veterans Affairs Department –



## About the County VA Department

Established in 1926, the San Bernardino County Veterans Affairs department is the oldest county veterans service office in California and one of the oldest in the nation.

### FULL-TIME OFFICES:

- ★ San Bernardino
- ★ Chino
- ★ Victorville

### PART-TIME OFFICES:

- ★ VA Hospital / Loma Linda
- ★ California Veteran's Home / Barstow

### County buildings in:

- ★ Yucca Valley
- ★ 29 Palms

Our full-time offices are open for clients

Monday through Thursday,  
7:30am – 4:30pm.

(Branch office hours vary depending on location.)

# We Serve

## Our Services

Our offices strive to be “one-stop shops” for veterans, their dependents and survivors who need help dealing with the VA's numerous programs. The department helps clients with:



- ★ Claims for service-connected disability compensation for veterans with illnesses caused by or aggravated by their military service
- ★ Total disability pension for veterans with low income and are permanently too disabled to work or are over 65 years old
- ★ Information regarding the VA medical system
- ★ VA education programs, including vocational rehabilitation
- ★ Service-connected death benefits for survivors, reimbursement of burial costs, and VA survivor's pension for low-income survivors
- ★ Referrals to other county offices including Aging and Adult Services, Employment Development, and Legal Aid.

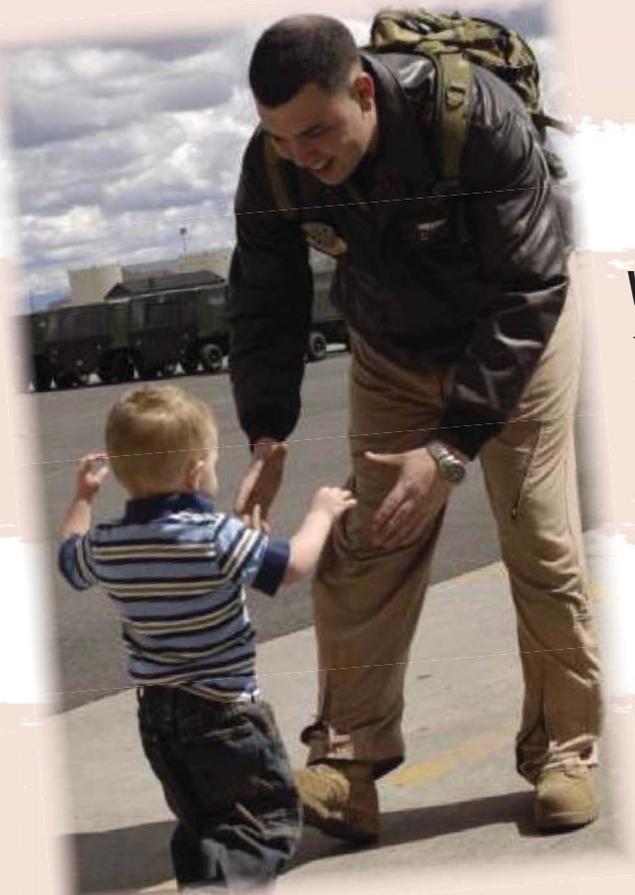
In addition, we also provide case management and advocacy for our clients, giving their claim the best chance of approval by the VA. We work closely with VA regional offices in Los Angeles and San Diego, as well as veteran's service organizations such as the American Legion and Disabled American Veterans. This puts our department in a unique position to ensure that veterans get fair claims processing and all of the benefits they have earned.



# Those Who Served

## College Fee Waiver Program

The County Veterans Affairs department administers an exciting program offered by the State of California. The California College Fee Waiver Program is for dependents of veterans with a service-connected VA disability rating of 0% or more. Through this valuable program, qualified students attending any California community college, California State University or University of California campus have all their mandatory college fees waived including tuition, enrollment and registration fees. Students approved for this program only have to pay optional fees, such as books, housing and parking.



## Welcome Home!

To better serve our new veterans, the department sends a Welcome Home packet to all newly-discharged military personnel with permanent addresses in San Bernardino County. Included in the packet is a letter of thanks for their service to our country from the department Director Bill J. Moseley; a department brochure outlining the services we provide, office locations and hours of service; and a flyer from the Workforce Development department, in case the former service member will be looking into employment opportunities.

# Performance, Education and Resource Centers



## Schedule of Classes

*Offerings for October - December 2007*

### General Development Classes

Classes will be presented at National University, 804 E. Brier St., San Bernardino unless otherwise noted.

Class Name	Date	Class ID #	Fee	Time
Conflict Resolution	10/2/07	21118	\$115	8:30 – 4:00
Thank You For Calling <i>(HS Personnel only)</i>	10/3/07	20917	n/a	8:30 – 12:30
Public Speaking Without Fear <i>(HS Personnel only)</i>	10/4/07	20926	n/a	8:30 – 4:00
So You Think You Want To Be A Supervisor	10/24/07	21119	\$115	8:30 – 4:00
Service Is An Attitude	10/25/07	21120	\$115	8:30 – 4:00
Thank You For Calling Rialto Behavioral Health, 850 E. Foothill Blvd.	10/30/07	21121	\$65	8:30 – 12:30
CPR/First Aid Ontario, 2314 S. Mountain Ave., Ste. B	10/30/07	21226	\$65	8:30 – 5:00
Knocking Em Dead: Employment Interviewing <i>(HS Personnel only)</i> Victorville	10/30/07	20928	\$65	8:30 – 12:30
Coping With Difficult People	10/31/07	21122	\$65	8:30 – 12:30
Serving A Diverse Community	11/1/07	21123	\$65	8:30 – 12:30
Managing Your Emotions	11/8/07	19796	\$115	8:30 – 4:00
Training For Maximum Impact (2 days)	11/14-15/07	21125	\$185	8:30 – 4:30
CPR/First Aid Victorville	11/27/07	21227	\$65	8:30 – 5:00
Freedom Film Festival: Serving Diverse Customers <i>(HS Personnel only)</i>	12/5/07	20927	n/a	8:30 – 4:30

### Computer Classes

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

Class Name	Date	Class ID #	Fee	Time
Word 2000 Introduction Victorville	10/10/07	21174	\$115	8:00 – 5:00
Word 2000 Intermediate Victorville	10/17/07	21175	\$115	8:00 – 5:00
Word 2000 Introduction *	11/07/07	21176	\$115	8:00 – 5:00
Word 2000 Intermediate*	11/14/07	21177	\$115	8:00 – 5:00
Excel 2000 Advanced*	12/05/07	21178	\$115	8:00 – 5:00

\*Location may change to San Bernardino area. Participants will be notified of change.

### Classes for Supervisors and Managers

Supervisors' Classes	Date	Class ID #	Fee	Time
Fundamentals of Supervision II (5 days)	10/16, 10/23, 10/30, 11/6 & 11/13	21126	\$758	8:30 – 4:00

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.