

Administrator's Message

Linda Haugan, Assistant County Administrator for Human Services



contents

- 1 Administrator's Message
- 2 Administrator's Message continued...
- 2 Editor's Corner
- 3 Children's Fund Update
2008-2009 Year in Review
- 4 Children and Family Services Update
Third Annual Foster & Kinship Youth Sports Faire
- 5 Children and Family Services Update
Third Annual Foster & Kinship Youth Sports Faire
continued...
- 6 Children's Network Update
Making a Difference
- 7 Department of Aging and Adult
Services (DAAS) Update — 3rd Annual
Senior Healthy Aging Fair in Victorville
- 8 DAAS Update — 3rd Annual Senior Healthy
Aging Fair in Victorville continued...
- 9 DAAS Update
Long-Term Care Ombudsman Program
- 10 Preschool Services Department Update
Family Literacy Fairs
- 11 Veterans Affairs Update
San Bernardino County:
The Most Military-Friendly County in California
- 12 Veterans Affairs Update
Pomp and Circumstance Finally Plays for
Veteran Graduates
- 13 Leaders In Action 5 — Our Homes
- 14 Leaders In Action 5 — Our Homes continued...
- 15 Employee of the Month
- 16 Public Service Recognition Week
Congratulations to the 2009 Award for
Excellence Recipients.
- 17 Public Service Recognition continued...
- 17 Grammatical Gaffes... are you guilty?
- 18 Everyday Employees... Extraordinary Work
Service Pins
- 19 Schedule of Classes - General
- 20 Schedule of Classes - General continued...

I write this article as Governor Schwarzenegger announces that he has signed the state budget. While the cuts made to Human Services programs, through compromises from democratic and republican legislators, are deep and unprecedented, the millions of dollars the Governor vetoed with his blue pencil immediately prior to signing the budget just adds insult to injury. In an economy where citizens need our services more than ever, we will not have enough resources to meet the need.

As it stands now, CalWORKs, In-Home Supportive Services (IHSS), Child Welfare, Medi-Cal and several Aging programs will have big hits to their administrative budgets. The many policy changes to CalWORKs and IHSS will harm clients who are currently served by these programs. My fiscal and program folks are working frantically to sort out what impacts (if any) these cuts will have locally on staffing, and how many clients will no longer be eligible for these programs.

As you know, for the past year or so we have been holding many vacancies open throughout Human Services in anticipation of a very bad budget. There are initial indications that we may be able to absorb the cuts by keeping these positions vacant and through attrition. There may also be movement of staff from programs that got cut to programs that didn't. As I've said before in these

articles, the math problem of making the various program budgets come out right is the easier part. Dealing with the increased workload caused by lower staffing is the real issue.

Because of the many potential lawsuits that will inevitably be filed against this budget by advocates, clients and legislators, we may not know the final budget impacts for months. In addition, many of the policy changes are confusing and contradictory with various start dates for implementation. Some of the policies may be impossible to implement in the real world. As this all plays out in Sacramento, we will keep you informed as to what is going on. I ask you to be patient as we maneuver through what will definitely be a challenging year.

Following is a recap of the more significant budget cuts and policy changes to Human Services programs as they stand today:

IHSS

- Eliminates services for recipients with a functional index score below 2 with some exemptions, and eliminates domestic and related services for all recipients.
- Implements various fraud measures, such as fingerprinting all providers and recipients at intake and on timesheets, mandating surprise home visits, and beefing up fraud investigation activity.



CALWORKS

- Reduces funding by \$375 million statewide for Welfare to Work and child care services for this fiscal year and \$375 million for next fiscal year.
- Effective immediately, exempts single-parent families from Welfare to Work activities if there is one child under 2 years or two children under 6 years. Stops their 5 year time clock until 7/1/11.
- Effective 7/1/11, implements policies which revise time limits to 48 months from 60, allows graduated sanctions for non-compliance, and mandates semi-annual reviews for clients not meeting participation requirements.
- Centralizes and contracts out eligibility processing functions for CalWORKs, Medi-Cal and Food Stamps. (The process that must be adhered to before this can become a reality is long and requires agreement from many stakeholders. I do not see this happening within the next decade.)
- Eliminates any future COLA's for clients.

CHILDREN'S SERVICES

- 10% cut to administrative budget
- 10% decrease to foster family home and group home rates

MEDI-CAL

- \$60.5 million statewide cut to Medi-Cal administrative budget

AGING PROGRAMS

- Eliminates Linkages, Brown Bag and Senior Companion programs.

The County general fund budget will also be impacted by this budget, as the state will suspend Proposition 1A and borrow about \$2 billion statewide from local governments. Although the CAO's office is still determining the local impact, I don't expect this to affect the Human Services budgets significantly.

On a slightly better note, the budget does include language that specifies new funding for child support received, due to increased administrative fees on collections, must be used by local child support



Editor's Corner

Cynthia Malvin

Media Specialist

Human Services departments and divisions are both unique and fortunate to have the opportunity to interact and connect with the community they serve through the programs and services offered. The employees understand the significance and see firsthand the tremendous effect the services provided have on the lives of the families and individuals served.

This issue of the Connection is an example of the various ways Human Services reaches out to the community, connects with its needs, and delivers a glimmer of hope for a better future.



offices to maintain (or in our case increase) staffing levels. Preschool Services will also be receiving federal stimulus money for their programs. Also, the Transitional Assistance Department can draw down some federal stimulus money to bolster our subsidized work program for CalWORKs recipients. This money may offset some cuts made by the state to this program.

As always, we will keep you informed as this budget plays out over the next weeks and months. Hopefully the economy in California can improve enough this year that we can avoid additional cuts to our programs next fiscal year.

Until next time...



Rebecca Stafford
Executive Director



CHILDREN'S FUND

Children's Fund Update

2008-2009 Year in Review

It has been another extraordinary year of accomplishments for Children's Fund. It is only through the continued dedication, commitment and efforts of our Board of Directors, staff, the Claremont West-End and Bonnes Meres Auxiliaries, the County of San Bernardino, donors and volunteers that we 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!

In 2008/2009, our gross revenue from fundraising activities was over **\$1,000,835**. Our Children's Fund's team worked diligently to provide support for over **48,000** at-risk children through Daily Referrals, Programmatic Support, the Celebration of Giving Campaign, and In-Kind Donations.

Throughout the year, we worked to forge new partnerships with vendors in our community for goods and services, as we moved the funds and products back out into the community, expending over **\$1,067,000**.

While Children's Fund's Daily Referral Program meets the life sustaining needs of children on a daily basis, we smile when case managers or recipients call or write us with an unexpected testimonial about a child's life that has been changed. In January 2009, one such letter from a young woman reached The Fund:

I would like to offer a sincere thank you for helping me to fund my trip to Harvard Model Congress San Francisco 2009. The experiences that I had there are ones that I will truly carry with me for many years to come. Thanks to your generosity, I was able to participate in a program that allowed me to think critically while debating and attempting to pass legislation, offer my opinions in front of a large group of my peers, and experience the beautiful city that is San Francisco.

While at Harvard Model Congress I had the opportunity to represent a member of our United States Congress. I was a member of the House of Representatives and served on the House Intelligence Committee. Throughout the weekend, I debated on issues such as domestic wiretapping, homeland security, and Iraqi reconstruction. I offered my opinions and helped to write bills, amendments, and proposals. This was truly an opportunity to learn much more about the legislative process than a regular government class could teach me. I learned about Congress through a hands-on-approach, which led to a greater understanding of the political process. Debating on these issues with my peers allowed me to think outside of the box and listen to other people's perspectives. Thank you again for the opportunity to experience such a wonderful program.

*Sincerely,
Brittany*

It is this unknown truth, the gift of knowledge and social development that we at The Fund know in our hearts goes out to every child with every Daily Referral. 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.

*Sincerely,
Rebecca L. Stafford M.S.L.M.*

Children and Family Services Update

Third Annual Foster and Kinship Youth Sports Faire

The County of San Bernardino Children and Family Services hosted its Third Annual Foster and Kinship Youth Sports Faire June 20 at A.B. Miller High School. Nearly 250 foster and kinship youth, ages 11 to 18, participated in a day of sports, health and fitness, and community awareness. Over fifty sponsors, the County of San Bernardino Board of Supervisors, community supporters, and approximately 260 volunteers and mentors came together to make this event possible for the third year. Director of Children and Family Services DeAnna Avey-Motikeit praises the event as an "example of the commitment of the community to work in unison to support our youth and provide experiences that promote physical health, teamwork and overall wellbeing."

The morning started off with a high-powered greeting from DeAnna Avey-Motikeit followed by inspirational words of encouragement from Olympic Gold Medalists Leah O'Brien-Amico and Tyree Washington, who each shared their personal stories of struggle and triumph to achieve their dreams, one who struggled with wanting to be a mother



Leah O'Brien-Amico shows her medals as she speaks

and the other who struggled to make it out of the "projects." To pep things up a bit, the Rancho Cucamonga High School Varsity, JV Pep Squad and Elluzion Dance Team packed the floor demonstrating their first-class skills.

After the morning ceremonies, the youth broke out into one of five sports clinics: baseball/softball, soccer, football, basketball, cheerleading/dance. The individual sports were taught by key professional, community, university and high school sports athletes. Individuals like former USC football player



Third Annual Foster and Kinship Youth Sports Faire



Tyree Washington delivers a serious message to the youth

Chris Claiborne, former Chicago Bull Cory Benjamin, former WNBA coach Eric Coopers, former Clippers cheerleader Marquita Scott, Galaxy soccer player Mike Randolph, soccer professional Roy Opondo, and Kevin Lewis of the UK Soccer Team each shared their day with the youth teaching their sporting skills. For some youth, it was their first experience ever throwing a baseball, shooting a basketball, or learning a cheer. For others, the sport came naturally to them and they always had the desire to play but never had the resources or finances to enroll in a program. Children's Fund has been working diligently to offer continued sports program opportunities at minimal or no cost to foster and kinship youth, encouraging them to invest in their own future by remaining active.

To end a full day, mentors and staff challenged the youth to a relay race on the football field. Each youth sport clinic selected volunteers to run various distances in the race against the mentors/staff, and in the end, it was the youth basketball clinic and the mentor/staff teams that tied the race.

Upon completion of the faire, the youth checked out, receiving a complimentary Partners In Hope tote bag filled with donated items to assist them with maintaining a lifestyle of health and fitness.





Amy Cousineau,
Network Officer

Children's Network Update

Making a Difference

"By thinking, planning, and working together, our parents, organizations and systems can accomplish goals that neither could achieve alone." I believe that this quote personifies the collaborative partnerships that the Children's Network cultivates. These partnerships reach into the heart of the County of San Bernardino to touch foster parents, low income families, recovering addicts, social workers, grass roots non-profit organizations, clinics, schools, established businesses and deeply engrained systems. I am one person that has been blessed by the genuine partnership that Children's Network has initiated. Three years ago I began understanding the devastation that drug, alcohol and trauma exposure had on the children I was caring for. I am a foster parent that set out on a journey to provide support, resources, education and services to families that care for substance and trauma exposed children. I formed the Making A Difference Association (MADA) to provide support and educational resources to foster parents.

My journey began by making phone calls to people that might possibly be able to provide families with needed support and services. I remember contacting Amy Cousineau from Children's Network and asking her for support. She explained that the County of San Bernardino was beginning a project called SART (Screening, Assessment, Referral and Treatment). This project was in need of foster parent representation for its countywide collaborative. I excitedly accepted her invitation to become a part of something that would inevitably change the lives of thousands of children and families throughout the County of San Bernardino. Children's Network's commitment to partnering with MADA continued by nominating me to serve on the California Department of Social Services, Office of Child Abuse Prevention's

California State Parent Team (CSPT). The CSPT helps to ensure that parents are actively engaged in the planning, implementation and evaluation of family support and child welfare services statewide. The CSPT is host to the State of California's Parent Leadership Conference. The partnership between Making A Difference and Children's Network has allowed children and families to receive education, support

and needed services. It has proven to be invaluable and has allowed me to continue my journey to "Making a Difference" in the lives of the children and families involved in the child welfare system.

A commitment to collaboration is essential while creating strong, viable partnerships that produce lasting change. Making A Difference is only one of many organizations that have grown stronger and more equipped

to reach out to families and children in need through the collaborative efforts of the Children's Network. As I stated before, comprehensive partnerships can accomplish goals that neither could achieve alone!

--Tammy DeHesa, Making a Difference Association

I am pleased to announce that Tammy DeHesa was recently selected to receive the Adoption Excellence Award established by the United States Department of Health and Human Services. These awards were established in 1997 to recognize outstanding accomplishments in achieving permanency for America's children waiting in foster care. These awards honor states, child welfare agencies, organizations, courts, businesses, individuals, and families. Tammy is one of 16 recipients being honored due to the extraordinary contributions she has made in providing adoption and other permanency outcomes for children in foster care.

--Amy Cousineau, Children's Network Officer





Department of Aging and Adult Services Update

3rd Annual Senior Healthy Aging Fair in Victorville

The warm heat of the summer morning was no challenge to the seniors of the high desert area. Nearly 400 seniors attended the 3rd Annual Senior Healthy Aging Fair at the San Bernardino County Fairgrounds on Wednesday, June 24, 2009. The free event was hosted by First District Supervisor Brad Mitzelfelt, the Department of Aging and Adult Services, and the Department of Behavioral Health. As seniors checked in at the fair, they received a free reusable San Bernardino County green bag with an event program detailing the day's activities.

The morning started off with a healthy breakfast, followed by warmup stretches for the healthy run/walk led



Morning stretches

by Rhonda Villamero from Curves in Victorville. As the seniors gathered around the start line, DAAS Deputy Director Jane Adams led the walk/run four times around the building. Ready for the first group to cross the finish line, DAAS Director Colleen Krygier stood waiting to honor participants with medals of accomplishment. As spouses received their honor, they proudly took

turns taking photos of each other adorned with their medals. Joyful comments floated around the crowd of seniors; "I am collecting these you know"....."now I have three medals."



Vendor area

The morning commenced with a variety of senior-focused information from vendors and free health screenings offered by Arrowhead Regional Medical Center's Mobile Unit. The emphasis on exercise and a healthy lifestyle continued with a series of chair exercises led by Curves, and Hawaiian and Line Dancing performances by Ka Puana Lei Luahine of Apple Valley encouraging seniors to join and learn the fun of exercising through dance. If chair exercises and dancing weren't for you, seniors could make their way to the Wii Bowling Tournament, an interactive video game that physically involves the player. First-time senior bowlers were surprised to see themselves roll strikes, and semi-pros challenged their game using different muscles and hand-eye coordination. The winner of the tournament received a free bag filled with healthy cooking and lifestyle items from *Fruits and Veggies, More Matters*.





Department of Aging and Adult Services Update

3rd Annual Senior Healthy Aging Fair in Victorville

As participants filled the room for lunch, DAAS Director Colleen Krygier welcomed everyone to the fair and invited the Department of Behavioral Health's Assistant Director Richard Lewis to say a few words. Following Mr. Lewis, Supervisor Brad Mitzelfelt approached the stage to express the importance of conservation, and his continued support of the desert area. Supervisor Mitzelfelt then took a moment to recognize Esther Wright and Wilma Carmichael, members of the Seniors Advisory Council, for their hard work and contributions. To close the speaking engagement, Tamara Alaniz of the Mojave Water Agency advised desert area seniors of rebate programs available for energy efficient appliances and yards.



Supervisor Mitzelfelt recognizes Ms. Wright and Ms. Carmichael



Tickets of various colors were held tightly in the hands of audience members, as seniors anxiously awaited the raffle numbers to be called. Donated by various businesses and vendors, the raffle drawings brought an exciting end to an active and healthy day.





Department of Aging and Adult Services Update

Long-Term Care Ombudsman Program



Smiles and laughter from the volunteers of the Long-Term Care Ombudsman program filled the conference room despite the reiteration of a somber message. Recently, the Long-Term Care Ombudsman

program was stripped of its funds from the State of California and now relies solely on federal money to continue its operations. The Director of the Department of Aging and Adult Services Colleen Krygier lightly stated to the volunteers that she always looks at the positive side; at least they can't take any money away from us this year, because we don't have any left for them to take. She went on to say that without the dedication and time the volunteers put into the program, it would not exist today.

Every year, staff from the Long-Term Care Ombudsman program show their appreciation for the volunteers and recognize one from each region whose service and dedication has far exceeded the requirements of the program. Roberta Wertenberg, Coordinator/Manager of the San Bernardino County Long-Term Care Ombudsman Program, boisterously applauded every volunteer's outstanding contributions before presenting individual awards.

The first award was presented to Ombudsman Jerry Frey by Area Coordinator for Rancho Cucamonga Sheila Stratton. Ms. Stratton boasted about Mr. Frey's willingness to help others and take on additional responsibilities without hesitation. Mr. Frey humbly stood before his peers and accepted his plaque and medal.

Representing the San Bernardino area, Shirley McBride presented her area award to Ombudsman Felecia Foreman. Her chin trembled, and tears gently trickled down her face as she made her way to the front of the room to accept her plaque and medal. Ms. McBride proudly shared how much the facility staff and patients appreciate her, how hard she works, and how she touches the hearts of many. Ms. Foreman was truly overwhelmed with heart-warming joy.

Representing the Victorville and Yucca Valley areas, Karen Costeines presented her award to Norma Bancale for the Victorville area. Ms. Bancale was a singer and used to the spotlight, but this special award made her blush. Ms. Costeines was unable to present the Yucca Valley award to Caroline Von Flue who was not in attendance.

As the names were read, and the volunteers approached the front of the room for their plaques and medals, emotions ran strong. Many of the volunteers had at one time mentored one another, worked side-by-side or became friends over the years. They were overwhelmingly happy to see each other recognized for doing something they love to do.

Supervisors Josie Gonzales and Neil Derry's offices prepared and donated the certificates and plaques of appreciation for all of the volunteers, while their representatives expressed their deepest gratitude for the care and often companionship they provide to the senior community.

After delicious cake and pastries, and music by the Airport Philharmonics, the recognition concluded with a game of "Guess That Baby," and a few staff riddles with gifts of appreciation to DAAS staff from Roberta Wertenberg.





Ron Griffin, Director

Preschool Services Department is very proud of the success of two Family Literacy Fairs that took place this past spring. The first was held on Friday, May 8 at the Hesperia Unified School District and was presented in partnership with their First Five School Readiness Program. The second fair was held on Friday, May 15 at the Eagle's Arie #506 on 9th Street in San Bernardino.

It was estimated between 800 and 850 individuals attended the fairs. The children and their parents enjoyed reading a variety of books together, as they visited several colorful and bright reading areas. Each reading area was decorated to present a very cozy and inviting space which reflected a specific theme: Seussville, Fantasyland, Eric Carle's Garden, Nursery Rhyme Village, Clifford's Doghouse, and "The Out Post," which featured bales of hay, teepees, cactus plants, campfires, and soldiers from Ft. Irwin ready to help children read. The areas contained children's storybooks, decorations, props, comfortable bean bag chairs and soft rugs.

In addition to the reading areas, the children made "Cat in the Hat" hats, decorated their own bookmarks, made Magic Star wands, and got their faces painted. The crowds loved the Jolly Wally clown who sang, played the guitar, and created silly balloon animals. Many of the children enjoyed sitting on the lap of Clifford, the Big Red Dog, as they enjoyed storybooks with him. There were refreshments available throughout the day, and two different puppet shows to entertain the crowds. All children who attended received a gift bag with three new storybooks to take home, thanks to generous donations received from the San Manuel Band of Mission Indians, and Children's Fund of San Bernardino.



Preschool Services Department Update



Family Literacy Fairs

What we were most excited about was seeing the children and their parents reading together. We are pleased to have captured the moments through beautiful photographs of children reading with their mothers, sitting on their daddy's laps, or with their brothers and sisters in small cozy corners, on bean bag chairs, or snuggled together in tiny little tents.

We are so pleased that PSD met the objectives originally established for these events:

- to encourage parents to be involved with reading to their children
- to expose families to a variety of forms of literature
- to promote a collaboration between children, parents, teachers, and community



The Family Literacy Fairs could not have been successful without the many staff and volunteers who contributed their time, talents, and enthusiasm. Staff and volunteers were treated to a yummy lunch of pizza, salad and cookies in Hesperia, and in San Bernardino a delicious baked potato and salad bar was served.

Everyone who participated in the Family Literacy Fairs agreed that the events were very fun and worthwhile. Dozens of parents expressed their gratitude for providing them a day of free family entertainment, and they have been requesting that we do it again next year!!



Bill Moseley, Director



Veterans Affairs Update

San Bernardino County: The Most Military-Friendly County in California

The California State Legislature and Yellow Ribbon America named San Bernardino County the most military friendly county in California as a result of our military and family support activities.

On June 24, Chairman of the Board of Supervisors Gary Ovitt and Director of Veterans Affairs Bill Moseley traveled to Sacramento for an awards and recognition ceremony at the State Capitol. It was there that the county received a resolution from the State Assembly recognizing our many efforts in support of our military, veterans and their families. Supervisor Ovitt expressed his personal gratitude for military personnel, and his pleasure in supporting them stating, "San Bernardino County is proud of all we do for our military members and their families because they do so much for us and our country. We are proud to be singled out as the best among the state's 58 counties for the work we do for our military community."

Some of the County's activities that helped earned this recognition include:

- Veterans Affairs, with the support of the Board of Supervisors, has conducted the county's annual holiday Troop Support collection drive helping troops deployed overseas and their families here at home.
- The county provides full benefits and pay for County employees who are serving on active duty.
- The county recently hosted Operation Recognition – Veterans Diploma Project to award high school diplomas to veterans that dropped out of school to join the military during a time of war.
- The Board of Supervisors sponsors veteran community education and outreach events that are conducted by County Departments of Veterans Affairs and Behavioral Health.
- The Department of Veterans Affairs, with the help of the Department of Behavioral Health, has provided support to area National Guard units for family readiness and homecoming events.
- Workforce Development manages the Veterans Employment Assistance Program (VEAP) for recently returning military veterans and their spouses.

Supervisor Ovitt and VA Director Bill Moseley receive award from Yellow Ribbon America.



Supervisor Gary Ovitt receives resolution.



Pomp and Circumstance Finally Plays for Veteran Graduates



Veterans Affairs Update



Graduating class

The military men and women called out to war never had a chance to walk to the traditional graduation song *Pomp and Circumstance* and receive their official high school diploma. Instead, these young men and women were bravely taking on a greater responsibility of fighting for Americans and the preservation of freedom.

Men and women residing in San Bernardino County whose high school education was interrupted by military service during World War II, the Korean or Vietnam Wars, or by internment in a Japanese-American relocation camp and were honorably discharged, submitted an application to receive their high school diplomas. Operation Recognition - Veterans Diploma Project is a partnered effort between the San Bernardino County Superintendent of Schools and the Department of Veterans Affairs. Veterans Affairs Director Bill Moseley states, "During time of war, many men and women left high school in order to serve their country, and lessons of courage and sacrifice became their only 'curriculum.' Through Operation Recognition, San Bernardino County veterans will be granted diplomas as a gesture of our gratitude for their service."

The ceremony was held on June 5, 2009, at the Goldy S. Lewis Community Center in Rancho Cucamonga. The

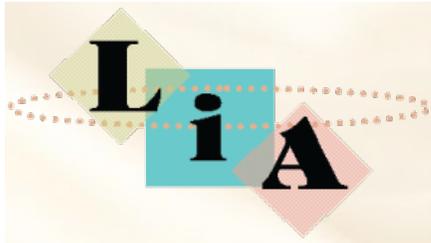
room was bright with camera flashes as generations of families wearing their best attire posed proudly with their veteran family member dressed in uniform adorned with medals of honor. While waiting for the ceremonies to begin, the anxious families watched a nostalgic slide presentation prepared with photos, (most in black and white), of each veteran while in service. Family members cheered louder than at a football game when their family's veteran appeared on the big screen.

The San Bernardino County Sheriff's Honor Guard led the ceremonies after the invocation with the presentation of colors, followed by the National Anthem, and samplings from each unit of service sung by the Yucaipa High School Madrigals. Guest speaker and author Todd Anton spoke of his work with veterans of World War II to the present and his work as the Divisional Historian for his late father's World War II unit. Armando Trevino Martinez, a graduate representative from the Army's 101st Airborne Division, briefly shared the feeling of honor that is given to the veterans on this day.

The ceremonies commenced with 110 veterans receiving their high school diplomas and proceeding down a receiving line of congratulatory federal, state and local legislators. Special recognition was paid to William Ingrahm, a veteran of all three wars who proudly received his diploma, while Veterans Affairs Director Bill Moseley accepted his father's diploma in his honor as a surviving family member.

County Superintendent of Schools Dr. Gary S. Thomas closed the ceremonies with a final tribute to the veterans and invited the guests to attend the reception, while the graduates took their graduation class photo.





Leaders In Action 5

Our Homes

In each HS Connection newsletter, the Leaders in Action (LIA) team typically shares information and interesting facts about the various departments and divisions within the Human Services family. In the last two newsletters, we focused on the Administrative Support Division and the Information, Technology and Support Division. As members of LIA 5, we thought you might want to hear about the three departments in which we work: the Transitional Assistance Department (TAD), Children and Family Services (CFS), and the Department of Child Support Services (DCSS). We want to share this with you because these departments are our homes.

Let's start with TAD. TAD is responsible for administering the County's financial support programs, which serve persons in need of financial, nutritional and/or medical assistance. TAD's goals are to meet the basic needs of families and individuals, and to assist them in attaining self-sufficiency. TAD administers the Employment Services, CalWORKs, Food Stamps and Medi-Cal programs and is also responsible for several other Programs that maintain our county's safety net. Examples of this include the Refugee Resettlement program, which provides medical assistance and financial assistance to persons who flee from their countries because of political or military changes in their government. TAD also administers the Cash Aid Program for Immigrants, which assists aged, blind or disabled legal immigrants who are not eligible for the federal SSI/SSP program due solely to their immigrant status. The TAD Foster Care Program focus is to provide financial assistance through the determination of county, state or federal funding for children in need of substitute parenting who have been removed from their home by either Children and Family Services (CFS) or the Probation Department. Constant collaboration and teamwork

with the social workers and staff of CFS, and other county partners is critical to the success of TAD's Foster Care Program. TAD Foster Care staff are outstationed within other department offices to ensure seamless communication and customer service.

Three major areas of focus for TAD are: increasing the number of CalWORKs beneficiaries who are employed or participating in a state-approved training program, conducting outreach programs to ensure that families are aware of the availability of the Food Stamp Program, and continuing to meet Food Stamp error rate proficiency standards. All of this is done with an eye toward providing accurate, timely services, and ensuring customer satisfaction.

CFS provides family-centered programs and services designed to ensure safe, permanent nurturing for children while supporting the family unit. CFS is mandated to intervene and remove children who are found to be at substantial risk in their home. If children cannot live safely with their families, we look for appropriate relatives to care for them. If relatives are not available, children are placed in foster care or other specialized placements. The department's primary work includes: assessing suspected cases of abuse and neglect, providing supportive services to help children stay at home with their families, coordinating the delivery of community and agency services to the family, and petitioning the court for removal of a child and placement in foster care if necessary. Foster care is a temporary placement, helping children to prepare for return to their birth parents or for a more permanent placement such as adoption or guardianship.



Leaders In Action 5

Our Homes

During the past several years, our County System Improvement Plan has focused on improving outcomes in child safety, permanence and child well-being. CFS continues to collaborate with other County departments, community partners, service providers, parents and caregivers, youth, tribal representatives, education and healthcare partners, law enforcement, and other stakeholders to develop ongoing strategies and systems to improve outcomes for children and families.

In addition, as many of you may know, we launched our Family to Family practice with the support of the community to improve child welfare outcomes to ensure children can remain safely with their own families or a family-like connection. We also administer other new initiatives such as Wraparound, which provides comprehensive, community-based services and supports to children and adolescents with serious emotional and/or behavioral disturbance; Kinship Support Services which helps strengthen families of children of their extended family by providing them with information, community resources, education, and other related services; and Family Group Decision-Making, a family-focused intervention process mediated by a facilitator and designed to strengthen the natural care-giving system for children.

CFS is constantly working to support the mission of the department by enhancing practices and programs to protect children, preserve and strengthen their families, and develop alternative family settings.

The Department of Child Support Services provides comprehensive case management services, including locating absent parents, establishing legal paternity, and establishing and enforcing child support and medical support orders. DCSS had a busy, productive FY 2008/2009, collecting over \$153 million, while managing a caseload

of 132,000 cases. One of our responsibilities is to obtain reimbursement of public assistance monies paid to families. Last year, the department recouped over \$34 million in federal, state and county public assistance payments, including the return of \$1.7 million to the County. We are focused on maximizing performance and making the most efficient use of our resources. Over the last four years, our performance in the five federal performance measures has improved significantly, and we are ranked second in the state in cost effectiveness, collecting \$3.91 for every dollar of program funding we receive. We also completed our first full year of operation on the new statewide automated child support system.

DCSS works proactively with non-custodial parents (NCPs) through our early intervention program to encourage their active participation in their cases. We meet with NCPs early in the case management process to explain the program's requirements and hold follow-up meetings with NCPs immediately after each court hearing to answer questions and discuss the results of their hearing. We also celebrated Child Support Awareness Month in August by conducting the Get Back on the Road Again license release campaign. Through this campaign, NCPs who have had their drivers or professional license suspended because of non-payment of child support can make a payment, and have their license reinstated. Other Child Support Awareness Month activities included our participation in the Victor Valley KARES Children's Safety Fair, and our appearances on the La Poderosa radio network to discuss the child support program.

DCSS is looking forward to a successful 2009/10 year. Priorities will include continuing to focus on early intervention work with our customers, improving program performance, making full use of our new automated system, and providing outstanding service to our customers.

Employee of the Month



JULY REGINA DALTON

Staff Analyst II, HS Admin, ASD

Regina has been a dedicated County employee for 22 years. She has worked for the San Bernardino County Medical Center, Risk Management and is currently with Human Services, Administrative Support Division-Contracts Unit. Regina started with the County as a Clerk III and worked her way up to her current position as Staff Analyst II.

Regina currently supports Preschool Services and the Probation Department's contracting needs, i.e. writing contracts, amendments, Board agenda items and monitoring all contracts for compliance. She provides excellent guidance and leadership to her co-workers. During a recent period of transition, she was very supportive to the unit and stepped in to help train two new analysts. Her assistance was vital in the completion of several assignments with very short timeframes. Regina always projects self-confidence, enthusiasm, teamwork and excellent customer service. She has a love for music and has a Bachelors degree from Sonoma State College in music. Regina also has a Masters in Public Administration. She enjoys reading, watching old movies, and playing with her cat. Regina is a valuable member of the HS Contracts team and a committed professional whose work ethic is applauded.



AUGUST KARLA ROSALES

Fiscal Assistant, HS Auditing

Karla began her career with the County of San Bernardino in May of 1999, and has been a member of the HS Auditing division since May 2001. In her current position as a Fiscal Assistant in the Payments Unit, Karla is responsible for balancing EBT Cash and Food Stamps daily between C-IV and SARS, and processing stop payments on checks. Karla also processes voucher payments issued to Target for the Welfare to Work program where she is responsible for ensuring accuracy and compliance with rules and regulations.

Karla is a valued member of the HS Auditing team. She is detailed, focused, conscientious and reliable. She has excellent work habits, and displays enthusiasm and commitment to her job. Karla recognizes the value of good customer service and makes it a high priority. She does not hesitate to assist others with meeting their deadlines, and willingly, without complaint stays beyond her work shift to ensure that a customer's needs are met. Karla also serves as a back-up to the Collections Unit answering phone calls in Spanish and providing window coverage during team staff meetings.



SEPTEMBER VINCE WRZALINSKI

Child Support Officer II, Department of Child Support Services

Vince joined the Department of Child Support Services in November of 2004 as a Child Support Officer Trainee. He promoted to Child Support Officer I in 2005 and to his current position as a Child Support Officer II in December of 2007 where he is assigned to a Generalist Team in the Loma Linda Office.

Vince utilizes his technical skills to unravel the details of a case and works to eliminate the obstacles that prevent parents from financially supporting their children. Vince's actions have far reaching effects on the lives of the individuals we serve. In April, Vince negotiated a settlement that would pay off a long standing child support debt. By month's end, the custodial parent received a check for \$30,000. He strives to find the right solution, not necessarily the easy solution. Vince has completed the County's Management and Leadership Academy in his quest to improve himself. The Department of Child Support Services is fortunate to have a professional of his caliber among the ranks.

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 5 and featured 47 County employees. This year seven Human Services employees were among those recognized. Following are highlights on three of these employees.

Public Service Recognition Week



LAURIE STEELE

District Manager with the Transitional Assistance Department

Laurie is a dedicated County employee who could serve as a role model for the Service FIRST message. She consistently completes her job with the utmost professionalism providing high quality service with dignity and respect to all with whom she interacts. She consistently provides a positive outlook in all she does, representing the department and County with integrity and honor with the service she provides. Laurie goes above and beyond to meet customer needs. She is very creative and is constantly looking to improve service, increase productivity or for ways to do more with less.



DEBORAH FARLOW

Supervising Social Worker with the Department of Aging and Adult Services

Deborah has become a cheerleader for making needed changes in the office to enhance customer service. When the two San Bernardino offices merged into one, she played an essential role in getting the office organized as a part of the team to work together. She took the leadership role in redesigning the closed file system, which resulted in the elimination of excess file cabinets.

Deborah is full of creative ideas that she brings forth to management. Some of her ideas are for the smooth operation of the office, and some are programmatic for consideration to take to the state level. She saw the need for training of new social worker staff in the office, so she designed an IHSS Basic Training module and now she trains new social workers when they report to the San Bernardino office. Deborah readily accepts new assignments and gives feedback throughout the process of completion. She accepts critique of her work and the decisions that she makes. Deborah is full of energy and a real asset to the Department of Aging and Adult Services.



JESSIE MARIE BURR

Training Instructor with the Performance, Education & Resource Centers

Fearless, flexible, committed, “roll up your sleeves” team player, are just a few of the words to describe what makes Jessie stand out as an excellent employee of PERC and the County of San Bernardino. Since 1993, Jessie has taught hundreds of employees in Human Services eligibility, New Employee Orientation and Fundamentals of Supervision technology training, to name a few. Students describe Jessie as friendly and knowledgeable and her trainings as relevant, interesting and fun. Jessie's expertise has been showcased in several nationwide training conferences where she taught techniques and best practice in adult learning. Jessie's “above and beyond” performance has garnered recognition throughout the country and many requests for repeat performances at conferences. She has also shared her expertise by teaching senior citizens computer classes on a volunteer basis in her community.

Jessie's commitment to County employees is demonstrated on a daily basis with her long-term and tireless volunteer contributions to the County Women's Network, National Society for Training and Development Association, her church and by serving as a mentor and coach to new PERC training staff. In addition to her many contributions, she is a wife, mother, grandmother and a role model who sponsors a young girl in Africa.

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 #1039

VERBS FOLLOWING WISH CLAUSES

Sentences that start with I wish, she wishes, and so on, require a subjunctive verb in the dependent clause that follows.

a. To express present time in the dependent clause, put the verb in the past tense.

- >> I wish I knew how to proceed.
- >> I wish I could attend.

NOTE: If the verb is to be, use were for all three persons.

- >> I wish I were going to the reception
(**NOT:** was going.)
- >> I wish he were going with me.

b. To express past time in the dependent clause, put the verb in the past perfect tense.

- >> I wish she had invited me.
- >> I wish I had been there.
- >> I wish I could have attended.

c. To express future time in the dependent clause, use the helping verb would instead of will.

- >> I wish he would arrive on time.
- >> I wish she would make more of an effort.

The following employees received service pins at the Board of Supervisors meeting held June 9, 2009. Each employee has served the County for 20 years or more.

Everyday Employees... Extraordinary Work

We extend our congratulations to the following employees:

35 Years of Service

Shown: Michele Bennett, ITSD



30 Years of Service

Shown: Peggy Dillaman, PERC; Kathleen Coats, PID
Not Shown: Yolanda Campos, CFS



25 Years of Service

Front Row: Stacey Cromartie, DAAS; Connie Villalpondo, CFS; Diane Audibert, CFS
Back Row: Jessie Burr, PERC; Julie Hibbs, DAAS
Not Shown: Rita Miller, CFS



20 Years of Service



Front Row: Cheryl Chilbolost, TAD; Hannah Jarnagin TAD; Bernardine Smith, DAAS
Back Row: Jeanette Hensley, PID; Jovina Moore, DCSS; Leesa Glines, DAAS



Front Row: Catherine Brown, TAD; Judith Adams, CFS; Beth Conti, TAD
Back Row: Rhonda Henriksen, PA; Kelly Skalet, DCSS; Dennis Fossler, TAD

Not Shown:
Emmanuel Edealino-Amigo, CFS; Michelle Goodlander, CFS;
Mark Halloran, CFS; Phil Luckner, PID; Mario Moreno, TAD

NOTE: CHILDREN AND FAMILY SERVICES (CFS) FORMERLY DEPARTMENT OF CHILDREN'S SERVICES (DCS)



Schedule of Classes

Offerings for October - December 2009

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

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

General Development Classes - Class Name	Date	Locator #	Fee	Time
Training for Maximum Impact (2-day class) - National	9/30&10/1	26138	\$185	8:30 - 4:00
Choose Your Battles - National University	10/1/09	26521	\$65	8:30 -12:00
Time Management - National University	10/1/09	26522	\$65	1:00 - 4:00
Interview and Test Taking Skills - HS Only	10/8/09	26526	n/a	8:30 - 4:00
Service is an Attitude - National University	10/14/09	26523	\$115	8:30 - 4:00
Proofamatics (4 days)	10/19 to 10/22	26605	\$115	8:30 - 11:30
Conflict Resolution - National University	10/21/09	26524	\$115	8:30 - 4:00
Interviewing and Test Taking Skills - National Univ.	10/22/09	26525	\$115	8:30 - 4:00
Success in the People Zone - HS Only	10/27/09	26527	n/a	8:30 - 4:00
Public Speaking Without Fear - HS Only	10/28/09	26528	n/a	8:30 - 4:00
Communication Etiquette - National University	10/29/09	26735	\$65	8:30 - 12:30
CPR/First Aid	11/4/09	26579	\$65	8:30 - 4:00
Serving a Diverse Community - National University	11/19/09	26529	\$65	1:00 - 4:00
Workplace Philosophy: What Does Love Have to do With It? - National University	11/19/09	26530	\$65	8:30 - 12:00
Coping With Difficult People - National University	11/24/09	26531	\$65	8:30 - 12:30
Workplace Philosophy: What Does Love Have to do With It? - HS Only	12/3/09	26532	n/a	8:30 - 12:30
Diversity & Inclusion: Frame by Frame - HS Only	12/8/09	26533	n/a	8:30 - 4:00
So, You Think You Want to be a Supervisor? - National University	12/8/09	26534	\$115	8:30 - 4:00
Managing Your Emotions - National University	12/9/09	26535	\$115	8:30 - 4:00
Training For Maximum Impact - HS Only	12/9 & 12/10	26536	n/a	8:30 - 4:00
Public Speaking Without Fear - National University	12/10/09	26537	\$115	8:30 - 4:00
So, You Think You Want to be a Supervisor - HS Only	12/15/09	26540	n/a	8:30 - 4:00
Success in the People Zone - National University	12/16/09	26641	\$115	8:30 - 4:00
Computer Classes - Class Name				
Excel 2003 Intermediate	10/13/09	26636	\$115	8:30 - 5:00
Word 2003 Introduction	10/15/09	26639	\$115	8:30 - 5:00
PowerPoint 2003 Introduction - HS Only	10/22/09	26581	n/a	8:30 - 5:00
PowerPoint 2003 Introduction	10/27/09	26580	\$115	8:30 - 5:00
Outlook 2003 Introduction	11/12/09	26635	\$115	8:30 - 5:00
Excel 2003 Intermediate	12/3/09	26638	\$115	8:30 - 5:00



Classes for Supervisors	Date	Locator #	Fee	Time
Fundamentals of Supervision II (5 days) - National University	10/1, 10/8, 10/15, 10/22, 10/29/09	26994	\$785	8:30 - 4:00 (10/15 & 10/29 from 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