

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 predicted, the state budget was passed nearly on

time. This is always good news for us because it means we get our allocation letters during the summer. It gives us more time to plan on how we are going to use the money and more time to ramp up or ramp down, depending on whether the budget goes up or down. In years where the budget is passed late, by the time we get authorization to spend the money, nearly half the year is already gone.

The budget did not give us too many surprises, but we did get some additional money in areas where we need it. We were very concerned that the state wanted to decrease the CalWORKS single allocation in the year where Temporary Assistance to Needy Families (TANF) was finally reauthorized at the federal level. This reauthorization changes many aspects of CalWORKS and sharply raises performance standards for getting participants to work. The risks for not meeting the new standards are hefty sanctions to the state and counties. It appears that the state finally acknowledged that reducing funding this year would not be a good idea. So they restored \$95 million statewide for counties to use for increasing work participation rates, bringing us back to spending levels of last year.

Children's Services will see some additional money to expand kin-gap, adoptions and transitional housing programs. More importantly, it appears that legislators are finally listening to us about our dire need for additional social workers. This budget requires that the California Department of Social Services work with CWDA to develop a new Child Welfare Services budgeting methodology by February 2007 that addresses social worker caseload. The result of this should increase funding for next year's allocation. The problem will be getting additional social workers when every other county also will be hiring.

Unfortunately, Adult Protective Services, Child Support, Preschool Services and Veterans Affairs did not get additional money in this year's budget. Hopefully, these important programs will get some attention in the coming year.

In other news, HS departments have been doing some great things. I want to congratulate DCS, TAD and ITSD for receiving Achievement Awards from the National Association of Counties (NACo). The Board of Supervisors, at their meeting on July 25, honored staff from these departments and divisions.

continued on next page

Editor's Corner

Peggy Dillaman Manager, Communication & Career Services, Performance, Education & Resource Centers



I hope everyone survived the recent heat wave. You've got to love Southern California for the warm weather, but there are times when it can be overwhelming. Just ask the staff from Aging & Adult Services. Staff recently made over 10,000 contacts in a very short time frame to ensure the health and welfare of their clients. Thankfully, there were only a few major incidences where emergency services had to be administered, but it was an astonishing undertaking!

With summer almost over, we're coming up on event season: lots of HS departments are gearing up for major exciting happenings. DAAS staff has been working since last

January preparing for the 4th Annual Celebrating Seniors Healthy Aging Fair. This year's event will take place at the National Orange Show on September 21, 2006, from 9 a.m. until 2:00 p.m. This popular event is attended by over 2000 seniors.

Children's Network is preparing for its 20th Anniversary Conference. The two-day conference will take place at the Ontario Convention Center on September 20 and 21, 2006, with the theme "Improving Communication, Coordination, and Collaboration." Featured speakers include Lou Tice, Jerry Tello, and Brian O'Malley.

Also celebrating a 20th anniversary is the Children's Fund. They are planning a

celebration of "imagination and exploration" at the Victoria Gardens Cultural Center in Rancho Cucamonga on October 14, 2006 at 6:00 p.m.

Let us know of any upcoming events your department may be planning so we can share the news with our readers. The Connection is published quarterly, so please be sure to get us the information early.

Finally, you'll be seeing a new face in the Editor's Corner in December. I'd like to welcome our new Human Services media specialist, Cindi Malvin. She's an extremely talented, creative and enjoyable addition to our Human Services Family.

"Administrator's Message", continued

DCS got an award for their Adolescent Specialized Unit, which has been effective in helping young people develop stable relationships with mentoring adults. ITSD, PDD and TAD share their award for developing "My Easy Desk Source." This is an easy to use, web-based product that helps staff reduce the number of discrepancies between the county and state Medi-Cal eligibility information. Too many meds alerts can result in sanctions and reduced funding for the Medi-Cal program.

I also want to mention a program that Veterans Affairs recently started. They partnered with HS Personnel to get over 40 volunteers to drive disabled veterans to doctor's appointments. I commend VA staff for coming up with creative ways to help clients,

especially since state and federal funding is so inadequate.

Staff from the Department of Aging and Adult Services also deserve a big commendation for their display of teamwork in helping seniors during our recent heat wave. On July 26, Governor Schwarzenegger directed county agencies to contact all In-Home Support Services and Adult Protective Services recipients to check how they were doing in the excessive heat. San Bernardino County had approximately 16,500 phone calls and home visits to make in a very short amount of time. Staff quickly pulled together and contacted the majority of these seniors in just a few days. They provided fans, water and made necessary referrals; three seniors

were transported to the hospital. Those contacted were highly appreciative that someone cared enough to check on them. I'm highly appreciative that, instead of spending excessive time worrying about how this task was going to be accomplished (like some other counties), DAAS staff did not miss a beat and just did what they had to do. Good job!

HS staff does great things for San Bernardino County citizens every day, without an expectation of getting recognized. I hope to highlight more of our accomplishments in upcoming Connection articles, because I think more of you should be recognized. Until next time....

Children's Services Update

Angela Stangle Program Specialist I



The Department of Children's Services has been working on bringing innovative services to the community.

These services involve partnering with community and government agencies and families to help provide services to the children and families that we serve. Some of these services include Family to Family, Wraparound Services and Kinship Support Services.

The California Family to Family Initiative is based on a national initiative of the Annie E. Casey (philanthropic) Foundation that was begun in 1992 and is now active in 18 states. The California initiative is a public-private partnership supported by the California Department of Social Services (DCSS), the Annie E. Casey Foundation, Stuart Foundation and Walter S. Johnson Foundation. It involves targeted efforts to bring neighborhood leaders and community organizations together with local child welfare agencies to strengthen the network of families available to care for abused and neglected children in their own communities. Project goals include reducing the

number of children who must be brought into foster care, shortening the length of stay for those children who are placed into foster care, and increasing family reunifications.

Wraparound Services began as a pilot in the city of San Bernardino through the 1998 Senate Bill 163. Wraparound is a family-centered, strength-based, needs-driven planning process for creating individualized services and supports for children and their families. Children who can benefit from this program are those who are currently placed or at risk of being placed in a group home licensed at a rate classification level of 10 to 14 and meet certain criteria. Counties are assigned service allocation slots that provide individualized, intensive Wraparound Service packages necessary to keep these children in or return them to family settings. In addition, adopted children who are otherwise eligible for Adoption Assistance Program-funded group home placements in accordance with the requirements of Welfare and Institutions Code Section 16121, and who meet the definition of the target population, may also participate in the pilot. Referrals for this program can

be made by caseworkers in the Department of Children's Services, Department of Behavioral Health and the Probation Department.

The Kinship Support Services Program (KSSP) helps strengthen families of individuals who are raising children of their extended family by providing them with information, community resources, education, and other services relating to their needs. Through kinship placements, families are maintained, traditions are upheld, children move less and experience fewer behavioral, educational and/or health problems. KSSP is dedicated to provide the support that relative caregivers and the children in their care need to be in a safe and stable environment and remain connected to their families.

The Kinship Support Services Program is available in two regions of the county and is a collaborative effort between the Department of Children's Services (DCS), Central City Lutheran Mission and the High Desert Relative Caregivers.

These are all examples of the wonderful programs DCS is involved with in order to better the lives of children and families in our community.

Fad Diets Revisited

Julie Mortimore RD, Public Health Nutritionist



In the summer and winter of 2000, the San Bernardino County Department of Public Health Nutrition Program contributed articles about fad diets to two different San Bernardino County publications, *Well, well, well...* and the *Human Services Connection*.

Basic tenets for weight loss schemes as declared by nutrition professionals were reviewed in these two articles. Since the year 2000, a number of interesting developments have made their mark in fad diet history. Some of these happenings may have made a favorable impact by intercepting deceit and protecting consumers from harm's way. Some are simply repeats of an ongoing story about the gullible seeker of easy, quick weight loss and the happy to oblige profiteer.

This is the third in a series of three articles.

NEXT IN LINE: THE SOUTH BEACH DIET

A decade or so after Dr. Atkins makes his return in 1992 with the New Diet Revolution, a low-carb predecessor, Dr. Arthur Agatston, a cardiologist from Miami, surfaces with his book, *The South Beach Diet*. Although Agatston makes a healthful adjustment to the Atkins regimen by favoring whole grains over refined grains and the healthier mono- and poly-unsaturated fats over saturated fats, the very premise of this book is still incorrect.

The South Beach Diet book is full of fallacies, such as that beer does not lead to weight gain,

and inconsistencies such as saying that calories don't count, and yet counting calories and measuring serving sizes throughout the book. Agatston attributes weight gain to out-of-control insulin reactions that spur appetite and cravings for more carbs in a vicious cycle. The truth is that healthy persons who do not have diabetes maintain a stable blood sugar range regardless of the composition of their meals. Agatston says his program is founded in science, as do most diet books, yet his book only refers to information provided at scientific meetings, not to published peer-reviewed research. Although this diet is relatively healthy and may help some people lose weight, it contributes to the predominance of misinformation about the content of a healthy diet and the correct approach to long-term weight loss and maintenance.

"NEVER EAT MORE THAN YOU CAN LIFT" - MISS PIGGY

Weight loss is achieved by burning more calories than you consume. Limit total calories from a balanced diet that includes whole grains, beans, low fat dairy, lean meats, soy, nuts, and plenty of fruits and vegetables. Meanwhile increase your activity and build some muscle.

The best way to lose weight permanently is to skip the fad diets and make changes you can live with for the rest of your life. Gradually replace the habits that cause weight gain with better, healthier habits. Make the habit stick and then move on to the next change. Start with the most offensive habits, like a soda with meals or the daily super-sized meal deal. By practicing healthier lifestyle habits, you can lose weight safely and permanently, without spending your money on a magic pill. Remember that gradual change over time is necessary to make lasting, lifelong improvements in your health.

Make some or all of these healthy habits your own:

- Eat at least 5 servings of fruits or vegetables daily.
- Increase cardiovascular exercise to 4-6 times per week for a minimum of 30 minutes per session.
- Add resistance training 2-3 times per week either with a Pilate class or free weights and/or machines.
- For many, working out or walking with a buddy provides the extra motivation necessary to make physical activity a part of your lifestyle. So find a pal for regular physical activity.
- Be aware of your portion sizes and decrease them, if necessary.

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Children's Network Update

Susan Taylor Assistant Network Officer



Children's Network was busy with a very successful 2006 Child Abuse Prevention Campaign, distributing over 300,000 pieces of educational material, blue ribbon lapel pins and blue ribbon bookmarks.

Master sets of all materials were made available to all county and community-based agencies to increase the distribution countywide. 2006 was the first year that all 24 cities in the County of San Bernardino responded to the request to join the Board of Supervisors to proclaim the month of April as Child Abuse Prevention Month. Many of the cities invited a Child Abuse Prevention Committee member to attend and accept the proclamation and to speak about the campaign. The campaign was represented at over 50 community events, parent groups and meetings.

The 8th Annual Shine A Light On Child Abuse Awards Breakfast was attended by over 500 individuals who recognized honorees in many different disciplines. Debi Faris-Cifelli, Founder and President of Garden of Angels was the Lifetime Advocate honoree. We applaud Debi for all of her personal sacrifice and hard work on behalf of children.

The Safe Summer Campaign got underway in the early spring in an effort to reduce the incidence of drowning or near drowning. 2005 was one of the worst in recent years, prompting Children's Network to focus on the issue early in 2006. While the season started slow with few incidents, unfortunately, it picked up during the July heat wave. It is with your assistance and attention to water safety that we can end the year with fewer deaths than in 2005. To obtain materials focusing on water and summer safety, please contact the Children's Network office at (909) 387-8966.

Finally, Kent Paxton has been busy with a collaborative community

initiative, Operation Phoenix. Operation Phoenix is dedicated to reducing crime in the city of San Bernardino and improving long-term outcomes for children, families and youth through a holistic approach to prevention, intervention, and suppression efforts. The purpose of the Phoenix Operational Plan is to provide a data driven and coordinated response to crime and related family and youth issues through the Mayor's Office in the city of San Bernardino, and to create long-term neighborhood assets, in targeted areas of the city. Numerous partners are involved in the effort, including the County of San Bernardino, the San Bernardino City Unified School District, the California Department of Corrections, California State University San Bernardino, and Community Based Organizations.

Success will be measured through the collection of both qualitative and quantitative data, including a collection and analysis of community surveys and agency outcomes.

"Fad Diets Revisited", continued

- Eat slowly to give your brain enough time to receive the "full" signal.
- Split an entrée or take home half of your meal when dining out. Remember that restaurant portion sizes can be enough food for three people.
- Severely limit the use of fast food and never super size. Make better selections like charbroiled chicken sandwich, replace soda with nonfat or low fat milk or orange juice, and ask for the restaurant's brochure with nutrition information.
- Choose minimally processed foods. Aim for high-fiber, low calorie foods, like fruits and vegetables.
- Never skip breakfast. Eating breakfast in the morning will help you consume fewer calories throughout the day by stabilizing your blood sugar.
- Use low calorie, high fiber snacks in between meals.
- Outwit emotional eating by identifying its triggers and developing an action plan, such as taking a brisk walk or not keeping calorie-dense foods in the house.
- Replace high calorie toppings with lower calorie options: jam or jelly, salsa, hummus dip, non or low fat cottage cheese, or reduced calorie salad dressing. When replacement is not an option for you, then carefully limit the serving size and frequency of use of high calorie toppings.
- Eat fat free or low fat dairy products every day or take a calcium supplement.

Employees of the Month



February

Ron Buttram,
Department of Aging &
Adult Services (DAAS)*

Ron Buttram was assigned to the Yucca Valley DAAS office in August 2005, about the same time the San Bernardino MSSP program supervisor left on extended leave. While working as the department's liaison in the implementation of the IHSS waiver program, Ron was asked to supervise the MSSP program, in addition to his regular duties in Yucca Valley. Even though he was commuting between Yucca and San Bernardino, Ron was able to significantly increase the MSSP caseload and still maintain a higher number of cases. He provided IHSS program training to his staff and eliminated overdue cases in the Yucca Valley office.

Having begun his career with the county 15 years ago, Ron has been a Medi-Cal worker, a Social Worker II, a Social Service Practitioner, and is currently a Supervising Social Service Practitioner. His knowledge of Medi-Cal has been extremely helpful in the implementation of the IHSS waiver and his experience as a social worker and supervisor has contributed to the betterment of the department. His willingness to assume every task assigned and to seek additional duties is a testimony to his work ethic and his dedication to the staff of DAAS and to the public the department serves.



July

Minh Le Hoang,
Information, Technology
& Support Division (ITSD)

Minh Le Hoang is a Programmer II at ITSD, where he develops internet and intranet applications that automate the operations of the Human Services departments and divisions. He played an integral part in the DAAS/IHSS Payroll imaging project. This project automates the reading of timesheets that are submitted to the state for payment to in-home service providers. This project saves significant keying of timesheet information by DAAS staff. It was Minh's technical expertise and programming savvy that ensured this project was a success. Besides Minh's "can do" attitude and excellent work ethic, his friendliness and helpfulness serves as a model for others. He is always anxious to serve ITSD's customers.

**(The Connection staff sincerely apologizes for inadvertently omitting Ron Buttram's write-up from the June Connection. We congratulate all Employees of the Month honorees on their much-deserved recognition.)*



August

Kevin Anderson,
DCS/Independent Living
Program

As the Independent Living Program (ILP) Coordinator, Kevin Anderson has a considerable level of responsibility. Among his responsibilities are: monitoring ILP budgets and contracts; preparing state and federal annual narrative and statistical reports; program planning; coordinating with community colleges, ILP vendors and community agencies; training and presentations; and attending state and regional task forces, meetings and conferences.

Kevin epitomizes a customer-oriented attitude, and maintains positive relationships with the foster and emancipated youth, our public and private customer agency partners, DCS staff and other County departments. As a strong advocate for youth services, he is extremely committed to foster youth and the goals of the ILP. Kevin's level of commitment to the program and his pleasant, cooperative demeanor facilitate accomplishing the goals of the Independent Living Program.



September

Kelly Cross,
Legislation, Research
& Quality Support
Services Unit

Kelly Cross, has been with the Legislation, Research & Quality Support Services Unit for seven years and is the lead statistical analyst for the Department of Children's Services (DCS). She is responsible for producing caseload management and outcome tracking reports for DCS as well as reports that track the timeliness of reports to the court. Her involvement in specifying and tracking state measures of child safety has positioned her as one of the leading experts in the state concerning automated systems tracking of child welfare outcomes.

Kelly's background in math and an advanced degree in Criminal Justice have been instrumental in investigating factors that drive DCS's caseload. In addition, Kelly has been the principle investigator of San Bernardino County's successful implementation of Proposition 36, which mandates treatment rather than jail for non-violent drug offenders. She is also the co-chair of our County's self evaluation team for Family-2-Family. This program encourages the placement of foster children into foster homes that are in or near the neighborhood from which the child was removed. Kelly's expertise in statistical and spatial analysis has been a major part of the evaluation.

Public Service Recognition Week



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

Jim Pesta



Jim Pesta is a flexible, talented member of the PERC team who not only embraces change, but serves as a role model to others. His “can do” and Service FIRST attitude is demonstrated daily in his commitment to customers, both internal and external. Jim is also an excellent role model in his duties as Training and Development Specialist. He holds graduate degrees in Pastoral Studies and Public Administration and is currently working on his doctorate in theology. Jim is also an adjunct faculty member of the University of Phoenix, where he teaches classes in Business Administration, Organizational Management, Leadership Development and Ethics in Management. He is a well-respected instructor of PERC’s countywide classes, including those in the Management Leadership Academy.

Committed to sharing his knowledge and talents with others, Jim manages to find the time to contribute to his community where he is very active in his church and Aquinas High School activities.

Sandra Decker



Sandra Decker is a Staff Analyst II who demonstrates initiative and leadership in the Department of Aging and Adult Services (DAAS). As the Area Agency on Aging Planner, she is committed to seniors in San Bernardino County and has been instrumental in the development, delivery and analysis of over 20,000 surveys from seniors to identify their service needs. She works to ensure collaborative relationships, as demonstrated by her work with Cal State University San Bernardino, in conducting community-based research. She has been recognized by Cal State as a partner in this program.

Instrumental in the analysis, training, implementation, and claiming of Medicare Administrative Activities (MAA), revenue has continued to increase each year under Sandra’s direction. Because of her dedication to this revenue source, DAAS is able to continue providing a consistent level of program support to senior programs.

Everyday Employees... Extraordinary Work



Service Pins

The following employees received service pins at the Board of Supervisors meeting held Tuesday, July 18, 2006. Each employee has served the County for 20 years or more.

35 Years

Not pictured: Suzanne Colvin, Eligibility Worker II, TAD



30 Years

Virginia Carroll, Office Assistant II, Forms & Distribution; Phyllis Owens, Supervising Employment Services Specialist I, TAD/ Employment Services

Not pictured: Michael Lee, Supervising Social Service Practitioner, DCS



25 Years

- *(Front)* Vivian Porter, Office Assistant II, TAD; Rhonda Philson, Social Worker II, DCS *(Back)* Gloria Parras, Social Service Practitioner, DCS; Linda Haugan, Assistant County Administrator, HS Administration; Linda Davis, Social Service Aid, DCS

- Receiving her 25-year service pin from Linda Haugan is Kathy Watkins, Program Manager, Legislation, Research & Quality Support Services

Not pictured: Penelope Cox, Program Specialist I, PDD; Eloise Morales, Office Assistant II, DAAS; Valerie North, Office Assistant III, DCS; Daryl Rhoden, Automated Systems Analyst I, Legislation, Research and Quality Support Services; Evelyn Rivera, Eligibility Worker II, TAD



20 Years

- *(Front)* Carol Johnson, Office Assistant III, DCS; Steve Parker, Social Worker II, DCS; David Wazdatskey, Supervising Social Service Practitioner, DCS *(Middle)* Christine Snyder, Eligibility Worker Supervisor I, TAD; Helen Mack, District Manager, TAD *(Back)* Pamela Tapper, Child Support Operations Manager, Child Support Services; Steve Adams, Administrative Supervisor II, DCS; Kevin Lee, Supervising Social Service Practitioner, DCS

- Also receiving a 20-year service pin, Danny Tillman, Director, ITSD

Not pictured: Jane Kilbourne, Supervising Social Service Practitioner, DCS; Dana Lanier, Fraud Investigator, PID; Pamela Pollock, Eligibility Worker III, TAD; Lynda Smith, Program Specialist I, PDD; Marlisa Stanton, Quality Review Specialist, Legislation, Research and Quality Support Services; Arlene Stubblefield, Eligibility Worker II, TAD; Chris Vogel, Program Specialist I, PDD



A Call to Duty

Peggy Dillaman Manager, Communication & Career Services, Performance, Education & Resource Centers



Have you ever gotten a summons in the mail from Superior Court?

The one that tells you you've been selected to report to jury duty? What was your reaction?

It seems my name pops up in their database every two years, almost to the day. (I have my own theory about that, but that's another story.) Of course, my first reaction is like that of countless others: "Oh no, not again!" I usually receive the summons just before my annual vacation, so I request to have it postponed, as suggested on the summons. Such was the case recently, and so I reported on my new assigned date – it's my civic duty, you know.

I struggled to find a parking space in a much too crowded parking lot. I waited to go through security at the courthouse, almost forgetting to leave behind my camera cell phone – no cameras permitted in the courthouse. I made my way through the crowds of people who were either waiting to see the judge or trying to figure out where they were supposed to go in this large cavernous building.

I was one of what seemed like hundreds of prospective jurors in the Jury Assembly Room. And, just as expected (and has been the case every time I've been summoned), I was placed in Group A of Groups A through E. After waiting about two hours after report time, the announcement came that

Group E was being excused. A collective sigh could be heard throughout the room. Group D was excused about 30 minutes later . . . with another sigh. The gentleman sitting next to me waited nervously for the fate of Group C to be announced. But Group A was the next group to be called . . . and told to follow the Bailiff to the third floor of the courthouse. And so I was on my way to the next elimination round – juror selection.

True to form, I was one of the first of 49 other potential jurors in Group A to be called to "the box." And, I was still in the box when they called (and ultimately selected) the 50th prospective juror to be Alternate #3. Two days and 50 possibilities later, we had a full jury waiting to be sworn.

The excuses and attempts at excuses to be excused were quite interesting, and one or two even comical. Thankfully, the judge saw through the superficial ones and refused to dismiss those. Some folks had vacation plans and had not requested a postponement – perhaps hoping they would not be selected and thus this would complete their annual duty to serve. Of course, there are always those who have a conflict, either by the nature of their occupation or experience or family make-up. The attorneys also get an opportunity to dismiss prospective jurors without reason. It happened to me on a previous criminal case. For whatever reason, the defense attorney did not want me as a juror and I was

politely excused. (I've never been able to figure out why.)

Some chairs didn't even have a chance to get warm because prospective jurors were being dismissed shortly after taking a seat. One person asked to be excused because English was her second language and she feared she wouldn't be able to understand all that was being said. Considering this person had a Masters degree and has worked as an accountant for a local city for 18 years, it's hard to imagine a communication problem. That must have been the opinion of the judge also, as he refused to excuse her. As it turned out, one of the attorneys peremptorily excused her. Every time a prospective juror was excused, almost everyone who had not yet been called upon had a look of dismay. As the numbers dwindled, you could see these folks getting antsy and nervous. But finally, the questioning was done, the attorneys were happy and, after two days, we were ready to start the trial.

My whole point for telling this story is that, whether real or contrived, people make a big deal of being called to jury duty. Most of the time, from my experience, it's a negative big deal – a necessary evil. But something the prosecuting attorney said to us during jury selection really hit home. He asked: "If you were the one on trial here, would you want you for a juror?" What would be your answer to that question?

The Story of the Frogs and the Pit

From *FIRSTdraft* As retold from *Indianchild.com*



There once was a group of frogs who were traveling through the woods, and along the way two of the party fell into a very deep pit.

When the other frogs saw how deep the pit was, they lost heart, and thought it was kinder to tell the doomed frogs the truth, rather than give them false hope. "It's hopeless," they called down into the pit. "Don't even try. You'll never get out. You're as good as dead."

The two frogs ignored the advice of their friends and began trying with all their might to jump out of the pit.

The frogs surrounding the top of the pit called down, "It's no use, friends. Give up now. Use your time to set things right with your maker, as your time on Earth is limited."

Finally, one of the two trapped frogs let the words of his friends above take hold. He stopped jumping, lay down on the floor of the pit, and died.

The other frog, seemingly undaunted, continued to jump with all his might.

Again, the crowd at the top called down telling the frog, that all was lost and that he should give up his efforts.

But as the crowd called down to him to stop, the frog began jumping even higher and trying harder. Finally, the little frog jumped up and landed on the surface surrounding the pit, where his friends stood amazed.

"Did you not hear us?" the frogs asked.

The little frog who had jumped so high explained to the other frogs that he was deaf.

The whole time he thought the crowd had been calling down to encourage him.

A Small Way to Stay Positive in the Office

Staying positive can be hard in today's world, but here's one small way to work a little positivity in your daily routine. Each day, before you sit down to work, grab a small piece of paper and write a nice thought down about someone you work with. Later, when you see that person, work your positive thought into your conversation. It's a small way of making the world just a little nicer, and it just takes a minute to plan and a short time to deliver.



National Good Neighbor Day,

September 24 is National Good Neighbor Day, a reminder to build a nation and world that cares by increasing appreciation and understanding of our fellow man. Start a memorable tradition: plan a family block party with your good neighbors.

For more information, browse www.natgoodneigh-berhood.org

Performance, Education and Resource Centers



Schedule of Classes Offerings for October – December 2006



General Development Classes

Classes will be presented at National University unless otherwise noted.

Class Name	Date	Class ID #	Fee	Time
So, You Think You Want to Be a Supervisor?	10/12/06	18861	\$115	8:30 - 4:30
Service is an Attitude	10/17/06	18862	\$115	8:30 - 4:30
CPR/First Aid	10/24/06	18681	\$60	8:30 - 12:30
Freedom Film Festival: Serving Diverse Customers	10/25/06	18863	\$115	8:30 - 4:30
CPR/First Aid	11/14/06	18682	\$60	8:30 - 12:30
Serving a Diverse Community	11/16/06	19062	\$65	8:30 - 12:30
Thank You for Calling: A Telephone Etiquette Workshop	11/09/06	19060	\$65	8:30 - 12:30
Managing Your Emotions	11/29/06	18865	\$115	8:30 - 4:30

Computer Classes

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

Class Name	Date	Class ID #	Fee	Time
Word 2000 Introduction	10/18/06	19061	\$115	8:30 – 4:30

Classes for Supervisors and Managers

SUPERVISORS' CLASSES

Class Name	Date	Class ID #	Fee	Time
Fundamentals of Supervision II (5 Days)	10/17, 10/24, 10/31, 11/7, & 11/14	18933	\$785	8:30 - 4:30

MANAGERS' CLASSES

Class Name	Date	Class ID #	Fee	Time
Fundamentals of Management I (5 Days) - <i>Coming in January 2007! There are limited seats available – registration begins in November.</i>			\$695	
Fundamentals of Management II (5 Days) – <i>Coming in March 2007! There are limited seats available – registration begins in December.</i>			\$745	

Pre-registration is required for the classes listed in this announcement; 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.



