



Administrator's Message

Linda Haugan, Assistant County Administrator for Human Services

September brings the last day of summer and the first day of fall. We celebrate Labor Day and Grandparents Day, and we acknowledge specific initiatives and themes. In September we commemorate Hispanic Heritage Month, Baby Safety Month and Little League Month. It is also Better Breakfast Month, International Square Dancing Month and my favorite, National Blueberry Popsicle Month (really). I've discovered that September is also Self Improvement Month. I was happy to find that the greeting card companies give us an additional opportunity to improve ourselves during the year. You may recall that I had already broken my New Year's resolution by the time the March issue of the Connection was distributed.

In hopes of finding some foolproof steps to self improvement, I researched articles on my friend, the internet. Following are some themes I encountered that hopefully will help you to commemorate Self Improvement Month to its fullest. I'll warn you in advance, though. All of the steps are pretty much common sense, and I'm sure you've heard them all before. I think the key is in step number 5: keeping motivated enough to achieve your goal. Here they are:

1. Decide what you want to improve. The perennial desire for many of us is to lose weight or become healthier. But you might want to get organized, speak better in public or learn how to play a musical instrument. Focus on only one thing that you have a strong desire to change. Once you've achieved that desire, you can move on to your next self-improvement project.

2. Get Started. Right now. All good intentions mean nothing if you don't actually get started. Look at your calendar and set an appointment. Whether it is to go for a walk,

pick up healthy food for dinner or schedule your first music lesson, make that appointment as important as a meeting with your boss or doctor appointment. Then keep it.

3. Set small achievable goals. You are used to the way things are and change is difficult. So start out small. "I'll walk for 10 minutes when I get home from work" is easier to achieve than "I will practice the piano for an hour every day this week." Once you've done your 10-minute walk, it's easy to up your goal to 15 minutes the next day. But if you happen to miss a day of piano practice, it may be easier for you to just quit.

4. Commit to the process. Tell many people your goal. Human nature is such that we don't want to let anybody down. Report your progress to them regularly. That way they can hold you accountable. Peer pressure will keep you going.

5. Keep yourself motivated. With time, some of your enthusiasm may fizzle away. Ignore failures. You will give in to temptation. Plan for it, accept it and keep moving on. Reward yourself when you see progress. (Not a tub of ice cream, but maybe a new smaller size item of clothing.) Find different ways to motivate yourself and incorporate them into your plan.

6. Just keep going. You may encounter obstacles and temptations along the way, but don't let that stop you. As long as you are taking baby steps toward your goal, staying committed, holding yourself accountable and motivating yourself, you will get to your self-improvement goal.

I know it's not brain surgery, but hopefully I've motivated you enough to do some self-improvement during Self Improvement Month. If not, we always have New Year's Eve to make another resolution!

Until next time.....

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Editor's Corner

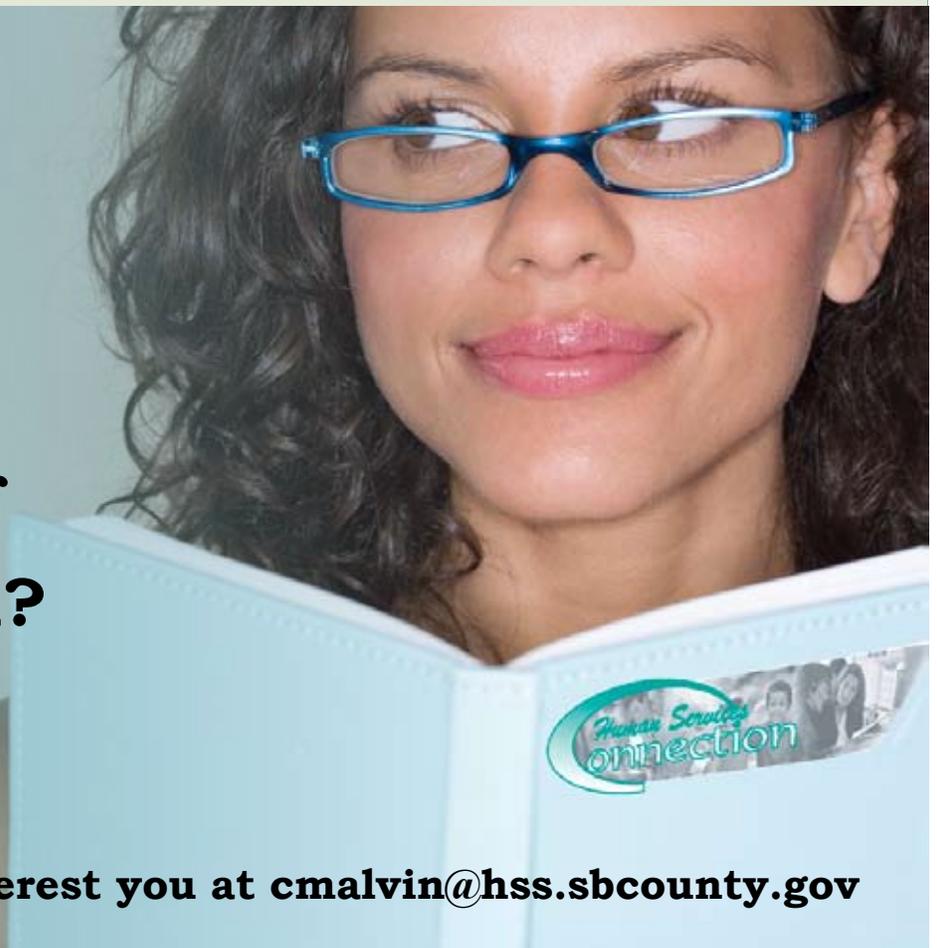
Cynthia Malvin
Media Specialist

This year, California experienced an unusually early series of heat waves starting in late April. One hundred and nineteen new daily high temperature records were set during the month of May alone. The extreme heat led to two tornadoes, along with large hail, mudslides, flash floods and plenty of thunderstorms and lightning strikes with heat and humidity in the months to follow. Frequent severe weather warnings scrolled across the bottom of our televisions as if part of the regular programming. Governor Schwarzenegger called for state-mandated cooling centers to be set up in 10 counties, including San Bernardino. DAAS quickly

tended to setting up ten cooling sites throughout the county. But not surprisingly, Death Valley still holds strong with the world's record for the highest temperature ever observed in the United States at 134 degrees set on July 10, 1913, in Greenland Ranch.

With the blazing heat came the melt-down of our economy. California sat on edge, as with last year, waiting for the state budget to be finalized. In the meantime, the County struggled to meet its very own deficits. So what do we do now? We continue to serve the public to the best of our ability, while presenting ourselves to our customers with the best customer service skills ever.

**What would
you like to see
included in
future issues of
the Connection?**



Email us topics that interest you at cmalvin@hss.sbcounty.gov

Second Annual Foster and Kinship Youth Sports Faire

A sweltering 106 degrees did not phase the youth that participated in the Department of Children's Services Olympic themed Foster and Kinship Youth Sports Faire. Nearly 300 foster and kinship youth, ages 11 to 18 from within the county, attended the event June 21 at AB Miller High School to learn the fundamental skills of one of five sports: baseball/softball, soccer, football, basketball, cheerleading/dance. The youth were provided with information and donations from Children's Fund upon registering in the morning and throughout the day were taught the importance of teamwork, respect, community involvement and healthy living.

Opening ceremonies began at 9:00 a.m. with the Olympic torch run around the football field. Volunteers from each sport were passed the torch for their stretch of the run with the last volunteer leading all participants into the gymnasium for the remainder of the opening ceremonies. The ceremonies continued with the National Anthem sang by Lynn Clark of the Department of Children's Services (DCS) Rancho Cucamonga office, followed by a warm welcome from DCS Director DeAnna Avey-Motikeit. The Eluzions cheer team, made up of students from Rancho High School, performed next with a unique routine comprised of dance, cheer and hip-hop moves. To conclude the morning ceremonies, former NFL player Mark Seay told his story of survival and achieving his dreams before the youth broke out into the sports groups.

The individual sports were taught by key professional, community, university and high school sports members with the help of over 200 community and County volunteers.

Department of Children's Services Update



Volunteers pose holding the Olympic torch



Students learn the fundamental skills of sports and cheer/dance.

A number of County organizations and community retailers supported the event from San Bernardino's chapter of First 5, Children's Network, Children's Fund, the Departments of Behavioral and Public Health, to NIKE, Stater Bros., Starbucks, Powerade, Costco and nearly forty others. The youth enjoyed lunch supplied by In-N-Out Burger along with plenty of refreshing drinks from Powerade, Starbucks and Jamba Juice, keeping them hydrated throughout the day.

Volunteers and committee members from the Departments of Behavioral and Public Health manned the First Aid/Safety booth. Approximately 13 youth and two adults were treated for blisters, while several other youth were assisted with minor cuts and general dehydration or over-heating. The youth were quickly fostered back to health and continued their day of sporting activities.

Upon completion of the faire, the youth checked out, receiving a complimentary NIKE bag, pair of Converse athletic shoes, and new ball from the sport they participated in to encourage them to keep active on a daily basis.



Mark Seay shares his experiences with the audience



Cynthia Hinckley
Deputy Director

Child Support Services Update

Child Support Awareness Month

Every August we celebrate Child Support Awareness Month, and we celebrate all parents who work hard to provide financial and medical support for their children.

In this day and age, our family structures have become more complex, with more and more children growing up in homes that do not include both biological parents. Our role is to advance our community's interest in meeting the needs of our children and to provide services equally to both parents. It is important to us that the services we provide work for all families involved in each case.

Here are a few tidbits to increase your awareness of the child support program:

*Did you know.....*your local child support agency collected over \$151.4 million last fiscal year on behalf of children and families in our county?

*Did you know.....*child support collections also support the CalWORKs and foster care programs in our county?

*Did you know.....*the program facilitates medical support for children as well as financial support?

*Did you know.....*research shows that financial and medical support of children raises the quality of their lives, improves outcomes, school performance, and general health?

*Did you know.....*all of us in Child Support Services are proud to be a vital part of Human Services and to join our efforts with yours to serve our county!



Department of Aging and Adult Services Update

DAAS Awards Ombudsman Volunteer of the Year

The San Bernardino County Long-Term Care Ombudsman Program provides free and confidential services to residents of long-term care facilities and is responsible for protecting their health, safety, welfare and rights. The program is staffed by state-certified volunteer Ombudsmen who are trained to identify, investigate, and resolve complaints that may adversely affect the well being of residents in long-term care facilities.

Each year volunteer Ombudsmen are recognized for their contributions and dedication to the program. This year's recognition luncheon took place on Wednesday, June 25 at the Shandin Hills Golf Club in San Bernardino. Volunteers were treated to a buffet-style lunch, colorful conversation and plenty of raffle prizes. The recognition luncheon was appropriately titled "Rising to the Challenge," bringing light to the accomplishments made despite the many challenges the program faced throughout the year.



Ombudsman of the Year (center)
Judy Rubendall.

The Long-Term Care Ombudsman Program endured financial troubles, a lack of staff, and the implementation of new statewide training manual procedures, fingerprinting laws and data collection through the Aging Network, all of which challenged the volunteers to maintain the program's existence and success. Despite these challenges, volunteer Ombudsmen closed over 900 cases, dedicated over 3,600 volunteer hours, and trained 200 Certified Nurse Assistants from July 1, 2007 to May 28, 2008.

Keynote speaker Jacqueline Carey-Wilson of the San Bernardino County Counsel expressed her appreciation to the group for establishing and maintaining a level of excellence for the program. Toni Calhoun of Loma Linda VA Healthcare Systems shared with the group the response they received from "Operation Vets-Special People," a challenge

passed down to all long-term care facilities to creatively recognize veterans residing in their facilities. The Community Extended Care Hospital of Montclair was recognized for its activity of gathering military photos and medals from family members to post throughout the facility for a Veteran's Day celebration of poetry, song and reminiscing.

Field Coordinators from the Ontario, Victorville, and San Bernardino regions and representatives from Supervisors Mitzelfelt and Gonzales' offices presented special certificates of appreciation to Ombudsmen and recognized volunteers who achieved momentous years of service with the program. A very special and distinguished honor was then awarded to the Ombudsman of the Year. The Ombudsman of the Year award was presented to Judy Rubendall of Summit Valley. Judy has been with the San Bernardino County Ombudsman program since 2001. With over 1,500 hours of dedicated volunteer time to the program, she is one of the longest-standing volunteers. She began her career



Raffle winner

as a medical and surgery nurse and over the years had promoted to state and private centers. Judy later came out of retirement to become a private nurse for approximately five years. Her extensive nursing skills have been a tremendous help to the area's skilled nursing and larger residential care facilities. Judy and her

husband, Jerry, recently celebrated their 25th wedding anniversary.

The luncheon came to a close with a moving song by artist Kathy Matea titled, "Where Have You Been," describing a couple's heartache after being separated for the first time in their lives while residing in a long-term care facility.

Guests dance to classic songs





Ron Griffin, *Director*

PSD Receives National Association of Counties Achievement Award

A few months ago, I wrote about the Preschool Services Department "Pathways to Success" Apprenticeship Training Program. As you may recall, this innovative program is offered to present and former Head Start parents within San Bernardino County.

The program was designed to promote self-sufficiency and financial independence for our families and meet federal regulations requiring Head Start programs to provide opportunities for continuing education and employment. It consists of a comprehensive system of self-sufficiency training, which includes financial literacy, adult education and specific job related training.

This innovative program was recently awarded the 2008 National Association of Counties (NACo) Achievement Award. The National Association of Counties Achievement Award recognizes effective and innovative county government programs, which contribute to and enhance county government in the United States.

The collaborative partners to the Apprenticeship Training Program include San Bernardino Valley and Copper Mountain Colleges; the San Bernardino County Workforce Development Department; and the Family, Friend and Neighbor Program offered through SBC-CARES and SBC-CONNECTIONS Projects funded by First 5 San Bernardino. We are also currently working with the San Bernardino County Transitional Assistance Department to expand the program to Temporary Assistance To Needy Families (TANF) recipients as well.

From January 2006 to the present, over 150 parents have participated in the program.

PSD is proud to be one of the recipients of the 2008 National Association of Counties (NACo) Achievement Award, but we are most proud of the success of the participants in the program. They are, after all, the reason we exist.

Opportunities for Professional Development

- Have you ever wondered how someone prepared themselves for the position they currently hold?
- Ever wonder what qualities your department is looking for when they are filling a supervisory or management position?
- Have you contemplated seeking a promotion but aren't sure it is the right fit for you?
- Do you want to improve your professional skills?

If you answered yes to any of the above questions, Human Services has developed another opportunity for your continuing professional development.

Graduates of the Leaders in Action executive training program along with HS department heads are offering a mentoring program to HS employees. Mentees will have the opportunity to learn, observe and be introduced to:

- Decision Making Skills
 - Makes high quality decisions when required. Thinks and plans strategically
- Global Vision/Thinking
 - Develops a clear direction and 'picture' for the future. Creates a long term, big picture view of the business.

- Interpersonal Skills and Relationship Building
 - Initiates and cultivates strategic internal and external networking relationships. Builds and maintains effective and collaborative relationships.
- Political Savvy
 - Understands the dynamics of political systems and power relationships within the organization.
- Organizational Efficiency
 - Drives innovation and change. Creates and inspires innovative ideas, technologies and processes.

Those who wish to participate will be offered the chance to be mentored for a maximum period of three months. The frequency and amount of time you will meet will be negotiated between you and your mentor.

To apply for this great professional development opportunity, please visit the Human Services Website, click on the LIA Mentoring tab, complete the application form and electronically send it to your supervisor. Once your supervisor and manager approve your application, the manager will forward the application to the LIA Mentoring mail box.

A list of the current mentors can be found at the same location as the application.



JULY Crystal Miller

Child Abuse Prevention Coordinator Children's Network

Crystal has been the Child Abuse Prevention Coordinator since December 2006. Her career with San Bernardino County began in 1987 as a clerk for Child Protective Services. She later served as coordinator of Project Save Our Children, then as a Child Support Officer II before serving two years as a Subject Matter Expert I in Sacramento.

As the Child Abuse Prevention Coordinator, Crystal is responsible for the April Awareness Campaign, distributing educational material throughout the county, attending health and safety fairs, doing radio and cable television interviews, speaking to service organizations, as well as making presentations at city council meetings. Crystal has the ability to engage her audience with her sincere belief in her

work, always making the children of San Bernardino County her priority. She never turns down an opportunity to educate the public on children's safety issues.

Crystal is also instrumental in developing, planning and presenting the Children's Network Annual Conference. She actively searches for the appropriate workshops, making countless calls and visits. By the time the event is held, she knows every person participating, making them feel welcome and important.

Crystal has been a positive addition to Children's Network with her can-do, always willing to do whatever it takes, attitude. Her enthusiasm is contagious!



AUGUST Susan Brown

Supervising Social Service Practitioner Department of Aging and Adult Services

Susan Brown has been employed with the County since 1994. She has dedicated most of her career to the Department of Aging and Adult Services in various positions. Since 1999, Ms. Brown has supervised staff in the IHSS, APS, and other aging programs. In September 2007, Ms. Brown was nominated for the Human Services Supervisor's Association Supervisor of the Year Award. She currently works in the new Rancho Cucamonga office and has a unit of IHSS staff who appreciates her vast knowledge of the program, as well as her known leadership skills.

When it was time for the DAAS offices to move from D Street to Mill Street and from Ontario to Rancho Cucamonga, it was Susan that was selected as coordinator and consultant for her superb performance and level of responsibility. In the course of her duties related to the moves, she was able to keep all staff informed of changes being made and carried on with her regular duties of supervision. She led the IHSS unit to a great achievement of completing 91% of case re-assessments in the month of June. Susan is presently enrolled in the MLA Class of 2008 Management Development Program and sits on the Quality Assurance Committee.



SEPTEMBER Robert Weems

Fraud Investigator Program Integrity Division

Mr. Weems is always receptive to assignments and utilizes his extensive knowledge of the administrative welfare system rules and regulations, and his investigative knowledge to do a complete and thorough job on every assignment.

Mr. Weems strives to ensure that any question posed by a caseworker is addressed in his written response. He also follows up with a telephone call to further ensure that the worker is satisfied that his/her questions have been answered and issues resolved. Mr. Weems is a consistent leader in both volume and quality of work within the Investigative Unit. He is considered a "resource" by other investigators due to his extensive knowledge of the welfare system and his excellent work ethics. Mr.

Weems can always be counted on to be at work, on time and ready to complete his assignments for the day. He is always courteous, even-tempered and informative in his relations with the public, other Human Services employees and customers of the Human Services departments.

Mr. Weems recently was able to answer questions involving a potential error discovered by the state and explain what had been done regarding an investigation. His explanation was used to mitigate the error and therefore lower the error rate of the Quality Review Unit. Mr. Weems is a positive role model and an asset to this division.

Employee of the Month

The following employees received service pins at the Board of Supervisors meeting held April 15, 2008. Each employee has served the County for 20 years or more.

We extend our congratulations to the following employees:

35 Years of Service



Vicki Navarro
PID

30 Years of Service



Front to back:
Linda King, HS Auditing;
Dayle Lopez, DCS;
Irene Cardoza, TAD
Not pictured:
Steven Elder, TAD;
Allison Williams, DCS;
Victoria Macias, DCSS

25 Years of Service



Front to back:
Nancy Swanson, TAD;
Patricia Foster, DCS
Not pictured:
Lauren Laub, PID

20 Years of Service



Front row:
DeAnna Avey-Motikeit, DCS;
Darla Bonine, DCS;
Holly Upton, PDD
Back row:
Joy Navarro, TAD;
Michael Simpson, DCS
Not pictured:
Charlene Garcia, TAD;
Cynthia Martinez, TAD;
Sal Rodriguez, DCSS;
Alejandra Renderos, DCS

Everyday
Employees...
Extraordinary
Work

Public Service Recognition Week

Public Service Recognition Week is dedicated to honoring men and women across the nation who epitomize excellence in public service. Award ceremonies were held on Tuesday, May 6 and featured 45 County employees. This year seven Human Services employees were among those recognized. Following are highlights on two of these employees.

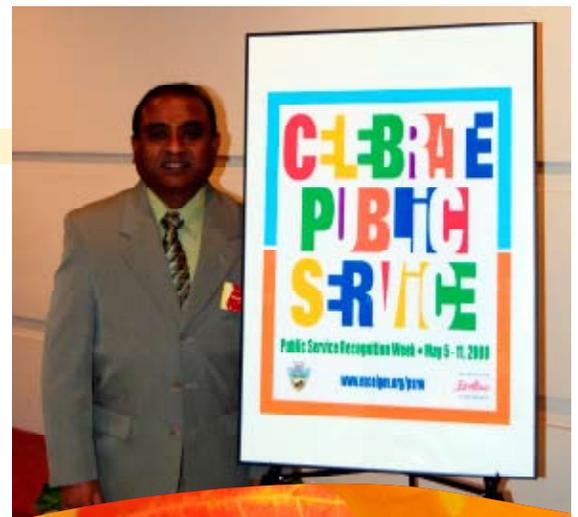


Kandi Kinney, *Employment Services Specialist with TAD*

Kandi exemplifies all of the essential qualities of an excellent ESS. She is hardworking, dedicated, compassionate, optimistic and resourceful. For well over a year, her employment statistics have exceeded the expectations for her position. She routinely seeks out additional resources for customers that can help in their journey toward self-sufficiency. Kandi does not hesitate to seek advice or counsel when it is needed and receives feedback well. Her openness continues to make her a better ESS, which translates to more complete and responsive service for her customers. Kandi personifies the commitment to improve people's lives both inside and outside of the County organization and is more than worthy of the Award for Excellence.

Johnson Selvadurai, *Administrative Supervisor II with PSD*

From day to day, Johnson consistently provides excellent customer service and is a fine example of servant leadership. He does not ask of his staff something that he has not modeled or done himself. Johnson creates an atmosphere that encourages and allows new ideas. He approaches each day with passion and enthusiasm. Johnson often says, "If I fail, they fail." He is gifted with the ability to organize and bring structure to chaotic situations. Johnson views all individuals, internal or external to the organization, as a customer and sits eager to assist in anyway he can. Johnson not only responds to the customer well, but he is the best at anticipating customers' needs, which equates to customer service at its finest.



Facilities Management Goes Green

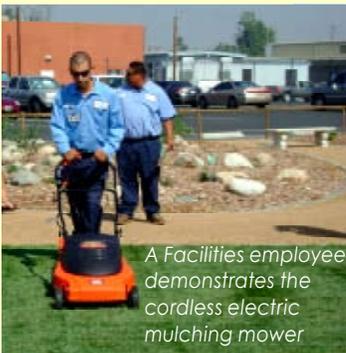


I would have to say that green never was my favorite color, but with the efforts of the County, it is much more than a color, it's the future. Dave Gibson, Director of Facilities Management, met with reporters and officials at a press conference Monday, July 7 to unveil the California Friendly Landscaping Research Project at its headquarters in San Bernardino. Mr. Gibson started the press conference acknowledging Fifth District Supervisor Josie Gonzales, CAO Mark Uffer, and Facilities staff including key project coordinators Grounds Superintendent, Keith Evans and Grounds Caretaker II, Andrew Ornelas.

The water conservation project will test drought-tolerant grasses and plants, while showcasing the natural beauty of California's native and friendly plants. The 27,000 square foot garden features five types of water-friendly grass; fifty variations of plant material; a solar powered ambient light irrigation control; use of mulch to insulate plants, help retain water and inhibit weed growth; and a weather station that

will analyze weather data and adjust watering schedules accordingly. Facilities staff demonstrated how easy it is to mow and maintain the grass using the Black and Decker Cordless Electric Mulching Mower. The projected water use for the garden is estimated at 588,042 gallons per year, a water conservation effort of over 1,120,000 gallons saved over current annual usage. The garden will be studied closely over the next year until enough good data is collected to plan for use on additional County sites.

The information and results from the project will not only benefit the landscaping of County buildings, but will also be used to encourage and inform the public on the most efficient ways to make their home a green home. Conservation tips and information on California friendly plant materials will be available to the public on the Facilities Management and County websites.



A Facilities employee demonstrates the cordless electric mulching mower



Some members of the Facilities team



Dave Gibson unveils the water conservation project

Program Integrity Division To Determine Accurate Fraud Rate

The Fraud Investigation Unit has embraced the challenge brought to them by the Grand Jury to develop an accurate fraud rate for the cases investigated.

After receiving additional training and a clear definition of the outcome results available within C-IV, the unit will uniformly identify the results. With a uniform result, the unit will produce accurate reports that will identify the percentage of fraud cases identified and closed within the month. The unit expects to gather this data and use it proactively to identify key characteristics of the cases with potential fraud. With this information, they hope to eliminate fraud with the smallest amount of benefits issued.

The Unit will pilot the above training beginning August 1, 2008, and make adjustments as necessary to ensure its success!



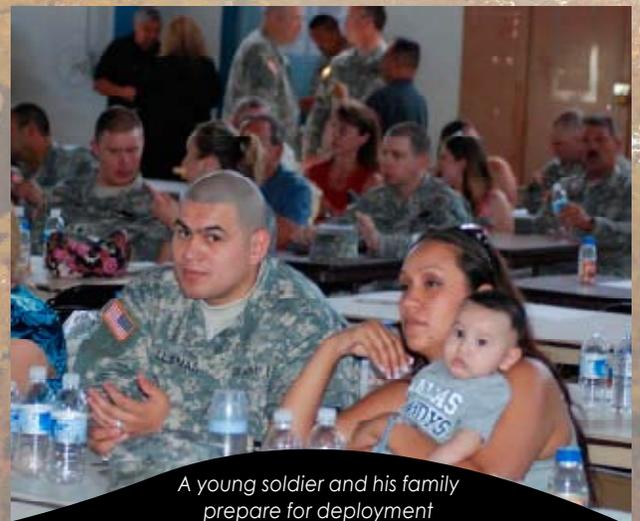
Six soldiers receive promotions

It was a hot humid morning June 22 at the California National Guard headquarters in San Bernardino. Approximately 400 soldiers and their families packed the warehouse-like headquarters for a mandatory family readiness briefing. There was a mixture of emotions on the faces of the family members of the 1st Battalion 185th Armor Regiment, from contentment to fear and uncertainty. Family members knew they were another day closer to their loved one's deployment to Iraq in September. For some, this is their second, third and even fourth deployment. The 185th Regiment will be deployed to Iraq for one year to serve as a SECFOR (Security Force) Battalion.

Veteran- and military-specific vendors spoke to families about various state and federal benefits, and local resources available to assist them once the unit is deployed. Information and assistance was offered in the areas of healthcare, civilian employer relations, religion and finances. Vendors that gave presentations included: TRICARE Military Health System, Military OneSource, Red Cross, Employer Support of the Guard and Reserve (ESGR), Judge Advocate General (JAG), the county chaplain and the Commanding Officer. After the presentation, the vendors were available for questions. The County of San Bernardino's Fifth District, Veterans Affairs and Department of Behavioral Health

provided a continental breakfast and lunch from Outback Steakhouse. Several businesses made donations for the briefing including Starbucks, Arrowhead Lanes and Polly's Pies to name a few. KinderCare donated their time to supervise and paint the faces of the children present at the briefing, while the Home Depot donated aprons and tools for the children to build their own wooden toy truck or tray.

A bounce house was available outside for the children to play. The families present at the briefing were able to capture the moment by having their photograph taken for free from a local photography studio. After a filling



A young soldier and his family prepare for deployment



Precious moments with a soldier's family



Bill Moseley, VA and Lynn Neuenswander, DBH are presented with a certificate of appreciation

lunch, Captain Arnold Anderson recognized each business' donations by presenting them with certificates of appreciation. The soldiers were then issued gear needed for their deployment.

Bill Moseley of Veterans Affairs worked closely with Captain Arnold Anderson of the California Army National Guard. "I want to convey to the troops that we are here for you today, and we'll be here for you when you return," Moseley stated. The Department of Behavioral Health also played an active role in the briefing, donating the use of the department's public announcement (PA) system and handing out goodie bags with information from MHSA, TAD and WIC to support mental and physical health, including teen depression. The goodie bags, which were also given to the adults and children of military members, also had fun freebies in the form of coloring books, stickers, rubber ducks, Auto Club Speedway t-shirts and eco-friendly bags.



Children build and paint their own toys

While gathered together, the 185th Armor Regiment took a moment to proudly announce the promotion of six of their Regiment's soldiers. The unit's Captain and Commanding Officer placed a new insignia on the uniform of each soldier representing their new rank. The insignia representing their previous rank was detached from their uniforms and handed to each soldier to throw on the ground and stomp on. This action is a symbol for the soldier to never return to that status and to continue climbing the ranks.

Just weeks before the briefing, the County Board of Supervisors voted to approve full pay and benefits for active duty County employees for as long as they are assigned to active duty. As of June 10, there are 10 County employees serving on active duty.

A resolution was submitted to the Board of Supervisors to request recognition of the selfless contributions the unit has made to our community and nation, and the sacrifice of the unit's members and their families.

Veterans Affairs, with the assistance of the Department of Behavioral Health, has developed a series of six similar regional events around the county for the veteran community. In addition, Veterans Affairs has planned educational workshops for parents dealing with deployment-related stress, and emotional and adjustment issues their children may experience.



Suggestion Award Winners

The Suggestion Award Program was developed to encourage employees to present their ideas on how to improve the functions of the County. Suggestions that have a measurable benefit, either by saving labor and resources or by enhancing revenues, may receive a tangible award of up to \$10,000 and a certificate of commendation. Suggestions that improve service, public satisfaction, or morale receive a certificate of commendation and may be eligible for an intangible award of \$100 to \$1,000.

It has been awhile since we have seen any Suggestion Award winners, which is why we are proud to announce the following suggestions made by employees within Human Services.

June Hutchison, a County Project Coordinator with the Transitional Assistance Department, was recognized for her suggestion to mandate all employees that travel to request the Tax Exemption for Government Employees form available at many hotels. Once the form is completed using the County Tax ID number, the occupancy tax is removed from the bill. This is an active item in the Auditor/Controller-Recorder's Controller Division. Ms. Hutchison was recognized for her suggestion with a Certificate of Commendation.



Supervisor Josie Gonzales
with June Hutchinson, TAD

Darlene Lynch, a Supervising Fiscal Specialist with Human Services Auditing Division, suggested creating a "Control Valuable Usage" spreadsheet in Excel to cut down on time that Fiscal Specialists spend manually calculating the Issuance Control Logs. This not only saves time, and therefore money, but it reduces the error rate. Automating the process, as suggested, has cut down the processing time by approximately 95%. Ms. Lynch's suggestion earned her a tangible award of \$250.

Darlene Lynch, HS Auditing



Heba Peters is a Nutrition Specialist with Preschool Services. Heba suggested that once a Nutrition Specialist has conducted trainings to Head Start parents on nutrition curriculum, that in turn those parents conduct nutrition classes to train other Head Start parents, and parents within the general public. The initial trainings were funded through a grant that was awarded by the USDA to Head Start of San Bernardino, titled Families and Communities Educating Together (FACET). Nutrition education classes have been successfully offered at no cost to Head Start. This has allowed families in both the low and high desert areas to have better access to these types of educational trainings, while saving Head Start almost \$2,000. Ms. Peters was awarded \$250 for her suggestion.

Heba Peters, PSD accepts certificate



Congratulations to all Suggestion Award winners and especially to the above Human Services employees. Continue to submit your suggestions on improving the County's operations.

Eleven County departments were selected as winners of the National Association of Counties (NACo) Achievement Award. The awards are handed out each year to recognize effective and innovative county government programs which contribute to, and enhance county government in the United States. NACo has over 2,000 member counties and is the only national organization that represents county governments in the United States. This year, 84 counties from 26 states participated in the program. California was represented by seven counties with a total of 77 awards. San Bernardino County received eleven of the 77 awards and was presented with certificates at the Board of Supervisors meeting Tuesday, August 5.

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

San Diego County.....39 Los Angeles County.....23 San Bernardino County.....11 Kern County.....1
 Orange County.....1 Riverside County.....1 San Benito County.....1

Of the eleven awards presented to San Bernardino County, two were awarded to Human Services departments. Listed below are all the San Bernardino County winners and their innovative programs.



Ron Griffin, PSD and Rebecca Carreon Bailey



G.G. Crawley, DAAS Deputy Director and Colleen Krygier, DAAS Director

1. "County Reel - 8"/Public Information Office
2. "Disaster Response Mobile Connectivity Solution"/Information Services
3. "Emergency Calls-Awareness Program"/Aging and Adult Services
4. "Facilities Management Project Facelift"/Facilities Management
5. "Food Industry and Retail Service Training"/Public Health
6. "Integrated New Family Opportunities"/Behavioral Health
7. "International Trade Program"/Economic Development
8. "One Stop Transitional Age Youth Center"/Behavioral Health
9. "On-line Access to Financial Disclosure Documents"/Clerk of the Board
10. "Pathways to Success: Apprenticeship Training Program"/Preschool Services
11. "Rapid Response Team"/ARMC

Visit www.naco.org for a complete list of each county's award winning innovative program!



Congratulations to each and every department.



WOMEN, INFANTS & CHILDREN

Families grow healthy with WIC

WIC Gets Fresh

The federal food voucher program commonly known as WIC, or Women, Infants and Children, has added fruits, vegetables and whole grain foods to its list of allowable purchases. In an effort to beat obesity and promote nutrition, the program is allowing vouchers to be spent on tortillas, brown rice, whole grains, soy beverages, tofu, sardines, canned salmon, fruits, and vegetables. All U.S. states have until October 1, 2009, to implement the changes to the program, which is overseen by the U.S. Department of Agriculture. Many Inland Empire participants in the program could not think of a better time for the revision to the program considering the soaring prices of food and gas and the bleak outlook of our economy.

HS Blood Drive

The 27th Annual HS Blood Drive was held at the Government Center from July 30 through August 2. Sponsored in part by radio station KLOS, donors were tempted with free concert tickets, t-shirts, "Gift of Life" points and cholesterol screenings. A total of 92 donors attended the event and 74 units of blood were donated. However, the need for blood is still at an all-time high. We hope you will participate in the next blood drive scheduled for Tuesday, October 28 at 494 N. E Street from 8:30 a.m. - 3:00 p.m.



Children's Fund Aids Foster Youth

Once a foster child turns 18 years of age, he/she is emancipated and left alone to fend for himself/herself in the world for the first time. College is often out of reach, and those who do attend often struggle to make ends meet by working long hours in addition to their studies.

The Children's Fund of San Bernardino recognized the lack of opportunities and options available to foster children upon emancipation and has awarded \$200,000 in scholarship money to the Cal State San Bernardino Educational Opportunity foster youth program (EOP for short).

The goal of the program is to increase retention and graduation of former foster youth. National statistics show 50 percent of youths leaving the foster system are homeless within their first year of emancipation.

Three scholarships have been awarded to students for the 2007/08 academic year so far totaling \$2,500. To qualify for the scholarships, students already have to be studying on campus, participating in the EOP foster youth program and be a San Bernardino County foster youth. The student must also maintain a 2.3 grade-point average and have completed 45 quarter units. Four scholarships for the 2008/09 academic year will be awarded in February or March of 2009.

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 #1053

a. Use a singular pronoun when the antecedent is a singular indefinite pronoun. The following indefinite pronouns are always singular. They are typically used as nouns, but a few (such as *each* and *every*) are used as adjectives.

| | | | |
|----------|------------|-----------|---------|
| anyone | everyone | someone | no one |
| anybody | everybody | somebody | nobody |
| anything | everything | something | nothing |
| each | every | either | one |
| each one | many | neither | another |

Every company has *its* own vacation policy.
(**NOT:** their.)

Neither one of the campaigns did as well as *it* was supposed to. (**NOT:** they were.)

NOTE: These singular indefinite forms often call for the generic use of *he* or *she* (see ¶¶1051 – 1052). The following sentences use alternative wording to show how the generic *he* or *she* can be avoided. The last sentence presents a situation for which no reasonable alternative exists.

Everyone should submit *his* expense report by Friday.
BETTER: All staff members should submit *their* expense reports by Friday.

If *anyone* should ask for me, tell *him* that I won't return until Monday. **BETTER:** If *anyone* should ask for me, say that I won't return . . .

Does *every assistant* know how *she* is to handle her boss's calls? **BETTER:** Do *all the assistants* know how they are to handle *their bosses'* calls?

Nobody could have helped *himself* in a situation like that.

- For agreement of these indefinite pronouns with verbs, see ¶¶1009–1011; for possessive forms of these pronouns, see ¶637.

b. Use a plural pronoun when the antecedent is a plural indefinite form. The following indefinite pronouns are always plural:

| | | | | |
|------|-----|---------|--------|------|
| many | few | several | others | both |
|------|-----|---------|--------|------|

Many customers prefer to help *themselves*; others usually like to have someone wait on *them*.

Several sales representatives in the Southern Region made their *annual* goals in nine months.

Both managers have said that *they* want to be considered for Mr. Hall's job when he retires.

- For agreement of these indefinite pronouns with verbs, see ¶1012.

c. The following indefinite forms may be singular or plural, depending on the noun to which they refer.

| | | | | | |
|-----|------|-----|------|------|------|
| all | none | any | some | more | most |
|-----|------|-----|------|------|------|

When these words are used as antecedents, determine whether they are singular or plural. Then make the pronouns that refer to them agree in number.

Some of the employees have not yet had *their* annual physical checkup. (*Some* refers to *employees* and is plural; *some* is the antecedent of *their*.)

Some of the *manuscript* has been typed, but *it* has not been proofread. (*Some* refers to *manuscript* and is singular; *some* is the antecedent of *it* in the second clause.)

- For agreement of these indefinite pronouns with verbs, see ¶1013.

d. Since indefinite forms express the third person, pronouns referring to these antecedents should also be in the third person (*he, she, it, they*).

If *anyone* wants a vacation pay advance, *he* or *she* should apply for it in writing.

(**NOT:** If *anyone* wants a vacation pay advance, *you* [or *they*] should apply for it . . .)

If the indefinite form is modified so that it strongly expresses the first or second person, the personal pronoun must also agree in number.

Most parents want *their* children to go to college.
(Third person.)

Most of us want *our* children to go to college.
(First person.)

A few have missed *their* deadlines.
(Third person.)

A few of you have missed *your* deadlines.
(Second person.)

Each employee knows how much *he* or *she* ought to contribute to the United Way fund drive.
(Third person.)

BUT: Each of us knows how much *he* or *she* ought to contribute to the United Way fund drive. (Third person. In this sentence, *of us* does not shift the meaning to the first person; the emphasis is on what the individual contributes, not on what we contribute.)



Schedule of Classes

Offerings for October - December 2008

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

| Class Name | Date | Locator # | Fee | Time |
|--|-------------|-----------|-------|--------------|
| Choose Your Battles – HS Only - <i>Victorville</i> | 10/1/08 | 22499 | n/a | 8:30 - 12:30 |
| Training For Maximum Impact – <i>National Univ.</i> | 10/1-2/08 | 23796 | \$185 | 8:30 - 4:00 |
| Choose Your Battles - <i>National Univ.</i> | 10/2/08 | 23797 | \$65 | 8:30 - 12:30 |
| Interview and Test Taking Skills – HS Only | 10/9/08 | 22500 | n/a | 8:30 - 4:00 |
| Excel 2003 Intermediate | 10/21/08 | 23715 | \$115 | 8:30 - 5:00 |
| Word 2003 Introduction | 10/22/08 | 23716 | \$115 | 8:30 - 5:00 |
| Conflict Resolution – <i>National Univ.</i> | 10/22/08 | 23799 | \$115 | 8:30 - 4:00 |
| Power Point 2003 Intermediate | 10/23/08 | 23717 | \$115 | 8:30 - 5:00 |
| Interviewing and Test Taking Skills – <i>National Univ.</i> | 10/23/08 | 23800 | \$115 | 8:30 - 4:00 |
| Power Point 2003 Introduction | 10/28/08 | 23718 | \$115 | 8:30 - 5:00 |
| Success In The People Zone – HS Only | 10/23/08 | 22501 | n/a | 8:30 - 4:00 |
| Service Is An Attitude – <i>National Univ.</i> | 10/28/08 | 23798 | \$115 | 8:30 - 4:00 |
| Excel 2000 Introduction – <i>Victorville</i> | 10/29/08 | 23719 | \$115 | 8:30 - 5:00 |
| Public Speaking Without Fear – HS Only | 10/29/08 | 22502 | n/a | 8:30 - 4:00 |
| Thank You For Calling – <i>National Univ.</i> | 10/30/08 | 23801 | \$65 | 8:30 - 12:30 |
| Word 2003 Intermediate | 11/12/08 | 23722 | \$115 | 8:30 - 5:00 |
| Outlook 2003 Introduction | 11/13/08 | 23724 | \$115 | 8:30 - 5:00 |
| So, You Think You Want To Be A Supervisor? – <i>National Univ.</i> | 11/13/08 | 23802 | \$115 | 8:30 - 4:00 |
| Mapping Business Communications – 2 days | 11/17-18/08 | 23739 | \$500 | 8:00 - 5:00 |
| CPR/First Aid | 11/18/08 | 23735 | \$65 | 8:30 - 4:00 |
| Managing Your Emotions – <i>National Univ.</i> | 11/18/08 | 23803 | \$115 | 8:30 - 4:00 |
| Excel 2000 Intermediate – <i>Victorville</i> | 11/19/08 | 23725 | \$115 | 8:30 - 5:00 |
| Freedom Film Festival: Serving Diverse Customers – <i>National Univ.</i> | 11/19/08 | 23804 | \$115 | 8:30 - 4:00 |
| Power Point 2003 Intermediate | 11/19/08 | 23727 | \$115 | 8:30 - 5:00 |
| Excel 2003 Intermediate | 11/20/08 | 23728 | \$115 | 8:30 - 5:00 |
| Coping With Difficult People – <i>National Univ.</i> | 11/20/08 | 23805 | \$65 | 8:30 - 12:30 |
| Serving A Diverse Community – <i>National Univ.</i> | 11/25/08 | 23806 | \$65 | 8:30 - 12:30 |
| CPR/First Aid | 12/3/08 | 23736 | \$65 | 8:30 - 4:00 |
| Outlook 2003 Intermediate | 12/4/08 | 23730 | \$115 | 8:30 - 5:00 |
| Workplace Philosophy: What Does Love Have To Do With It? – <i>National Univ.</i> | 12/5/08 | 23807 | \$65 | 8:30 - 12:30 |
| Freedom Film Festival: Serving Diverse Customers – HS Only | 12/9/08 | 22503 | n/a | 8:30 - 4:00 |
| Success In The People Zone – <i>National Univ.</i> | 12/10/08 | 23808 | \$115 | 8:30 - 4:00 |
| Training For Maximum Impact – HS Only | 12/10-11/08 | 22504 | n/a | 8:30 - 4:00 |
| So, You Think You Want To Be A Supervisor? – HS Only | 12/16/08 | 22505 | n/a | 8:30 - 4:00 |
| Public Speaking Without Fear – <i>National Univ.</i> | 12/18/08 | 23809 | \$115 | 8:30 - 4:00 |



| Class Name | Date | Locator # | Fee | Time |
|--|--|-----------|-------|-------------|
| Supervisors-only Class: | | | | |
| Fundamentals of Supervision II – <i>National Univ.</i> | 10/14, 10/21, 10/28, 11/4, 11/18 | 23857 | \$785 | 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) 420-6400.

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

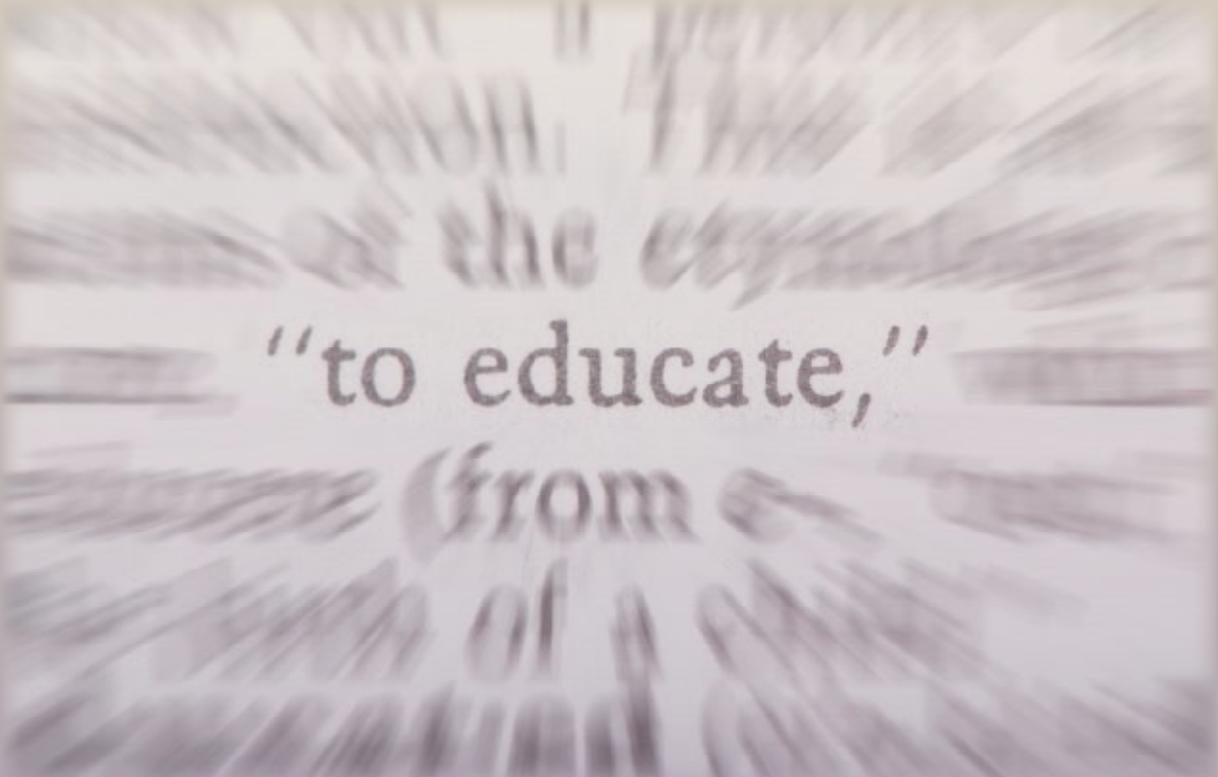
Cancellations – Registrants who fail to attend are liable for the entire workshop fee unless they cancel their registration at least 5 work days prior to the first class date.

Training locations:

PERC– San Bernardino
295 E. Caroline St., Suite C

National University - San Bernardino
804 E. Brier Street

PERC - Victorville
17270 Bear Valley Rd., Suite 107





Schedule of DAAS/DCS Classes

Offerings for October - December 2008

DAAS Employees Only

| Class Name | Date | Locator # | Fee | Time |
|---|---------|-----------|-----|-------------|
| Get Acquainted with DAAS – San Bernardino | 10/7/08 | 23868 | n/a | 9:00 - 3:00 |
| Get Acquainted with DAAS – Victorville | 10/9/08 | 23869 | n/a | 9:00 - 3:00 |

DCS Employees Only

| | | | | |
|---|----------|-------|-----|--------------|
| Ethics and Boundaries Training - Victorville | 10/7/08 | 24150 | n/a | 8:00 - 12:00 |
| Ethics and Boundaries Training - Gifford Avenue | 10/15/08 | 24151 | n/a | 8:00 - 12:00 |
| Ethics and Boundaries Training - Lion Center | 10/23/08 | 24152 | n/a | 8:00 - 12:00 |
| Ethics and Boundaries Training - Carousel Mall | 10/28/08 | 24153 | n/a | 8:00 - 12:00 |
| Ethics and Boundaries Training - Carousel Mall | 11/4/08 | 24154 | n/a | 8:00 - 12:00 |
| Ethics and Boundaries Training - Gifford Avenue | 11/6/08 | 24155 | n/a | 8:00 - 12:00 |
| Ethics and Boundaries Training - Victorville | 11/13/08 | 24156 | n/a | 8:00 - 12:00 |
| Ethics and Boundaries Training - Lion Center | 11/19/08 | 24157 | n/a | 8:00 - 12:00 |

Pre-registration is required for the classes listed in this announcement; to register call (909) 388-4110 or use PERC e-learning. For additional information, please contact PERC at (909) 420-6400.

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Training locations:

- PERC– San Bernardino
295 E. Caroline St., Suite C
- DCS - San Bernardino
1504 Gifford Avenue
- Carousel Mall - San Bernardino
295 Carousel Mall
- PERC – Victorville
17270 Bear Valley Rd., Suite 107
- Lion Center West - Rancho Cucamonga
9161 Baseline Road