



Assistant Executive Officer's Message

Linda Haugan, Assistant Executive Officer — Human Services



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Since 1970, the National Association of Counties' (NACo) has recognized innovative county government programs by presenting them with non-competitive achievement awards – or NACo Awards. Only county governments and state associations of counties are eligible to submit applications for these achievement awards. Eligible applicants may nominate programs that fall within 21 different award categories, such as children and youth, county administration and management, emergency management and response, employment and training, health, human services, and information technology – just to name a few. The program eligibility criteria is a bit lengthy so I'll summarize: programs nominated for achievement awards must be innovative and creative, meet an unmet need, have measurable results, go beyond compliance with a statute or regulation, be cost effective and consistent with generally accepted governmental and financial management practices, and promote governmental accountability.

Located in Washington, DC, NACo takes pride in representing over 3,000 of the nation's county governments before Congress and the administration. Receiving a NACo Award is high praise, not only because the county's program is recognized at a national level, but because it identifies the program as a best practice and one to be modeled by other counties. It is for this reason that I am happy to share that San Bernardino County received a total of 28 NACo Awards this year. I am even prouder to share that Human Services programs were recognized in 20 of those awards, as follows:

- CFS Education Liaisons
Electronic Filing of Court Reports
Foster & Kinship Youth Sports Faire
Foster Youth Summit
The Youth & Family Guide to College and Beyond
Shadow Event (*jointly with Arrowhead Regional Medical Center*)
- DAAS Long-Term Care Ombudsman/American Red Cross Partnership
Prevention & Early Intervention Transportation Escort Program
- DBH Coalition Against Sexual Exploitation (INN-CASE)
Customer Assistance and Resource Experience (CARE) Desk
Forensic Assertive Community Treatment Program (FACT)
Performance Indicators Dashboard Project
Project First Steps
Project Journey House Housing Program
- DPH Increasing Community Involvement and Code Compliance through Smartphone Applications
Innovative Methods to Reduce Drowning Risks at Commercial Swimming Pools & Spas
- IHSS Assistance Program (*jointly with Workforce Development Department*)
- PSD Preschool Prevention & Early Intervention Program
- TAD TANF Emergency Contingency Fund – Summer Youth Employment Program (*jointly with Workforce Development Department*)
Welfare-to-Work Training Online Program (TOP)

It's an impressive and varied list of programs that represents the ingenuity, diversity, and dedication of Human Services staff. With or without the NACo Awards, this list of programs is something we can all be proud of – but I have to admit that having all of your hard work recognized on a national level feels pretty good!

Until next time....

Editor's Corner



Cynthia Malvin
Media Specialist

This edition of the HS Connection features newly formed partnerships and technological advancements to help educate and assist the public in meeting their needs.

You will also learn about various programs offered not only by HS departments, but HS divisions. Enjoy!

Dale Parker,
Health Education Specialist II



Department of Public Health Update

Off-Site Pet Adoption Program Sponsored by the Animals aRe First Fund (ARFF)

The San Bernardino County Department of Public Health, Animal Care and Control Division (ACC), holds several off-site pet adoption events each month, displaying and promoting the available pets awaiting adoption at the County's animal shelter facilities located in Devore and Big Bear Lake. In fiscal year 2010-2011 there were 36 of these events held throughout the county, resulting in 273 additional animals finding permanent homes. Over the past four years, 837 animals have been placed through this community outreach program.

The Animals aRe First Fund (ARFF), a private non-profit charitable organization, pays for the spay-neuter fee associated with obtaining a

new pet during these events, thereby reducing the adoption cost significantly. The reduction in the overall cost to adopt a pet provides an added advantage for individuals that are adopting pets during these events.

Through the combined efforts of the Animal Care and Control employees, County employees donating to ARFF, and the community, adoptions have increased by more than 125 percent over the past four years.

For more information or to schedule an off-site adoption event, contact Dale Parker, Health Education Specialist, at (909) 387-9156, or visit Animal Care and Control's website at www.sbcounty.gov/acc.



Off-Site Pet Adoption trailer

Administrative Services Division Update

California LifeLine Program

California LifeLine is a state program that provides basic home phone service at a discount to eligible households. It is one of several California Public Utilities Commission programs that help consumers lower their utility bills. California LifeLine benefits include:

- Local home phone services for less than \$7 a month
- No charge for deposits or toll blocking
- Service connection fee of only \$10
- Installment payment plans

The California LifeLine Program (LifeLine) can provide a valuable service to many Human Services customers that cannot afford a home phone or are struggling to meet the cost of their existing home phone bill.

Households may qualify for LifeLine by two methods: program-based or income-based. Through the program-based method, customers automatically qualify if they or another member of their household is already enrolled in one the following programs:

- Medicaid/Medi-Cal
- Women, Infants and Children Program (WIC)
- Low-Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance or Section 8
- CalFresh (Food Stamps)
- National School Lunch Program (NSLP)
- Temporary Assistance for Needy Families (TANF) – CalWORKs, Welfare-to-Work
- Tribal TANF
- Bureau of Indian Affairs General Assistance
- Head Start Income Eligible (Tribal Only)



Through the income-based method, households that meet income guidelines for the entire household can also qualify. Income guidelines effective through May 2012 are:

Number of Adults and Children Living in the Household	Maximum Annual Income
1 – 2 members	\$24,000
3 members	\$28,200
4 members	\$34,000
For each additional member, add:	\$5,800

Posters and pamphlets regarding the California LifeLine Program have been delivered to all Human Services departments for posting in lobbies.

Information, including a hyperlink to the California LifeLine Program (www.californialifeline.com), is available on the Human Services internet site (hss.sbcounty.gov). Additional posters and pamphlets can be ordered from the HS Warehouse.



Department of Aging and Adult Services Update

Help for Family Caregivers in San Bernardino County



There is a forward-thinking group whose main concern is to help those who are now, and may be in the future, caregivers to family members. What an all encompassing responsibility for the one, now turned caretaker to an adult loved one, especially when that loved one has Alzheimer's

or other dementia disease, to undertake. This is one of the most stressful care-giving situations. The needs of their senior are overwhelming and they often feel anxious, irritable*, or depressed. It is projected by many sources including California Department of Aging, that in the near future, there will be a huge increase in family members becoming involved in the care of an elderly mother, father, or spouse who can no longer care for themselves.

San Bernardino County's 60-plus population projection for 2030 is 592,923 or an increase of 108%** over the 2010 population. In anticipation of this increase and to help maintain the health and welfare of caregivers, the Inland Counties Caregiver Coalition (ICCC) advocates for quality of life by advocating for the caregiver.

ICCC is a new collaborative formalized in February of 2010. ICCC agencies, departments, and individuals have come together to create a network of resources that will best serve the caregiver and educate the community about the needs of the family caregiver. Their mission is to ensure that caregivers' concerns are

effectively recognized through advocacy, education, and empowerment since the senior's health and welfare is greatly enhanced when their caregiver's burdens and stresses are lessened.

Currently, their efforts focus on hosting or helping to coordinate educational events throughout the community. These events provide connections with critical community resources such as government programs, acute care hospitals, disease-specific voluntary organizations, advocacy organizations, assessment tools, and information regarding legal ramifications. They also raise awareness in the general public of the important role of the family caregiver.

As an active member of the ICCC Steering Committee, DAAS participates in increasing coordination between government, private, and public agencies to provide resources to all who may need them. They hope to provide San Bernardino County family caregivers with the support they need to successfully care for their loved ones.

Members of the ICCC include: DAAS, Riverside County Office on Aging, American Association of Retired Persons (AARP), Alzheimer's Association, Inland Caregiver Resource Center (ICRC), Riverside Medical Clinic Foundation, SCAN Health Plan, Southern California Hospice Foundation, Stroke Recovery Center, Well Spouse Association and caregivers. For more information and upcoming events, call Frederick Moll at 891-9000.



*Survey conducted by Home Instead Senior Care Network

** California State Plan on Aging – 2009-2013

Lynn Neuenswander,
Program Specialist



“On my honor, I will do my best; do my duty to my department and my county; to obey all policy and procedures; to help all other units; to keep myself mentally strong, mentally awake and morally straight.”

Through Service, We Achieve!

Department of Behavioral Health Update

This is the Boy Scouts of America-inspired motto developed by the Department of Behavioral Health's Administrative Services division for the State of the Department 2011. In keeping with the tradition of providing an overview of program goals and accomplishments while also allowing for creativity, managers were asked to display their pride and unity in the DBH family by selecting a service organization to use as a theme for their presentation. Programs reported on the way they used the department's mission and values to achieve their vision over the last four years (June 2008 – June 2011).

Each presenter selected one of the following service organizations to highlight their program: Boy Scouts of America, Habitat for Humanity, YMCA, Doctors without Borders, Peace Corps and the American Red Cross. Presenters developed an eight minute presentation to over 150 guests that included consumers, family members, contract partners, DBH and other County staff members. Presentations incorporated live narration, PowerPoint presentations, and other multi-media elements to keep the audience captivated.

Administrative Services opened their presentation in partnership with Boy Scouts of America as members from the program recited a revision of the Boy Scout Pledge. They proceeded to highlight program accomplishments as Tanya Bratton, Deputy Director of Administrative Services, presented each unit with a well deserved "Badge of Honor."

Medical Director Dr. Jatin Dalal demonstrated the relationship between Medical Services and Doctors Without Borders showing the unique use of Tele-Psychiatry to reach individuals in need of mental health services throughout the county. Doctors Nerissa Galang-Feather, Dennis Payne, and Kari Enge shared additional accomplishments.

Next on the agenda was the Association of Contract-Based Organizations (ACBO), which consists of many of the department's contract providers. In a surprise move, ACBO chose to forgo their usual presentation this year, instead focusing on honoring Director Allan Rawland with a plaque for his tireless efforts in ensuring inclusion of contract agencies into the department, as well as overall transparency of all DBH operations.

24-Hour and Emergency Services, under the direction of Deputy Director Lisa K. McGinnis, then presented a moving presentation on how their services relate to the way the American Red Cross responds to crisis. The presentation concluded with several highlights including an amazing 75% hospital diversion rate!

Veronica Kelley, Deputy Director of Regional Operations, Alcohol and Drug Services and the Office of Cultural Competence and Ethnic Services, debuted a rousing video honoring both the Peace Corps and DBH programs. Staff created a presentation combining audio clips from President John F. Kennedy, along with video of staff building a stronger community that highlighted programs and accomplishments, including the first DBH-sponsored Native American PowWow.

Habitat for Humanity was the next service organization honored. Michael Schertell, Deputy Director for Regional Operations and Children's Services, compared the many accomplishments achieved by children and youth programs to building a foundation for a better tomorrow. The presentation highlighted program achievements with live narration by Transitional Age Youth and time-lapsed video of real construction. From the expansion of Integrated Health Care to an amazing 368,702 services rendered, the entire auditorium could feel the pride of all staff who work in these programs.

Continued on next page



Linda Haugan, Allan Rawland, CaSonya Thomas

Continued from page 5

Through Service, We Achieve!



Not through with the surprises just yet, Program Support Services, under the direction of Deputy Director Sarah Eberhardt-Rios, honored the YMCA by shocking the audience with a surprise flash mob! While highlighting the accomplishments of the year, such as the new Customer Assistance Resource Experience Desk winning a National Association of Counties Award, random participants in the audience began to emerge with choreographed dance moves to the song YMCA. By the time it was over dozens of staff, YMCA representatives, and even the Deputy Director herself had shared both accomplishments and their infectious dance moves.

In keeping with tradition, the annual Director's Award of Excellence was announced by Allan Rawland. The award for 2010 went to the Transitional Age Youth (TAY) Centers. Leaders from all four TAY Centers located throughout the county were in attendance to accept the award, along with several youth.

While preparing to close the event, Allan Rawland was shocked to find out that the Executive Leadership Team, along with Assistant County Executive Officer Linda Haugan, had prepared a tribute for all of his work with the Department of Behavioral Health. It was a fitting end for a day that saw so many accomplishments, so much pride, and above all an overview of the many wonderful services that DBH offers to the community. The DBH family was dismissed with a charge to make 2011 even better than 2010!

***Note: You will be able to view the entire DBH State of the Department on the intra/internet soon. For more information please contact Kristen Martinez at 909-382-3152.*

Olga Granillo,
Supervising Social
Service Practitioner



Children and Family Services Update

A Fountain of Resources

The New Initiatives Unit hosted a resource fair for the Eastern Region staff on March 30, 2011, at the Gifford office parking lot. Many agencies participated in the event including foster care licensing, the Heart Gallery, Animal Care and Control, Children's Network, First 5 and Community Action Partnership. Vendors came from San Bernardino, the eastern region and the mountain areas to participate in the fair and covered many genres of services, such as domestic violence education, therapy programs, substance abuse counseling, mental health treatment, medical care, preschool services and gang intervention.

Representatives from programs like Angels' Closet Charities; Victor Community Services; Christian Counseling Services; Impression Health Services, Inc.; Dynamics for Victims; and Building a Generation were present to provide information about the variety of services they offer. All CFS staff took advantage of this opportunity by interacting with the vendors, learning about services and collecting materials to add to their own resource list. The conversations were very energetic, not just between staff and vendors, but also among the vendors themselves, as they learned from each other and shared their own information. IEHP awarded prizes to those who played their game, SACH-Norton gave out free swaddling blankets, and the Boys and Girls Club of Redlands offered free face painting.

There was an array of edibles such as dips, veggies, crackers, desserts and drinks for all to enjoy. Many of the dishes were donated by staff. Each vendor was provided with lunch and at the end of the event was given a raffle prize. The Resource Fair was a very informative and stimulating event that ended with stronger existing partnerships and the beginning of new ones among all the participants and attendees.



Children and Family Services Update

Tamara Scott,
Social Service Practitioner

Agency Celebrated 60 Years of Adoptions

San Bernardino County Adoption Services recently celebrated its 60th anniversary. Licensed in 1951, the agency has placed more than 11,567 children in safe and supportive adoptive homes during the last six decades.



To reflect on past accomplishments as well as look forward, the "Adoptions: Remembering 60 Years of Connections" celebration was held on June 21, at the County Government Center.

The featured speaker was Vail Horton, San Bernardino County adoptee and founder of Keen Mobility and Incight Foundation. Horton was born without legs or a fully developed right hand, and doctors told his parents he would never be able to walk. But after consultations with rehabilitation experts and months of intense physical therapy at home, Horton took his first steps at age four with the aid of crutches and prostheses. He has been exceeding expectations ever since. He arrived to the celebration on a skateboard! He was pleased to introduce his wife, his children, his family and his birth parents, all in attendance. Approximately 200 adoptive families, adoption advocates, supporters and political leaders attended to hear Horton's story.

Supervisor Gary Ovitt presented Director of Children and Family Services DeAnna Avey-Motikeit with a Board of Supervisors Resolution honoring 60 years of adoptions.

One attendee, Mary McCombs, retired from adoptions

in 1978 and is now 95 years old. She stated, "It was a joy to see my old friends. It was also remarkable how society's view of adoption has changed; it used to be a stigma, something tinged with shame; now society is so much more accepting and that is a good thing."

Eva Schneider, Vail Horton's Adoption social worker; Martha Allen, the birth parent and family worker for Vail's birth and adoptive parents; and Tom Sansone, retired deputy director of adoptions were also present. Martha Allen and Tom Sansone were instrumental in getting Vail's first set of artificial legs. Vail shared a video with the audience that readers can access through YouTube.

Eva remarked that she was delighted to be invited to the 60th reunion of San Bernardino County Adoptions and to see the adoptee that she placed with an adoptive family 34 years ago. "Although Vail was born with a handicap, he has succeeded beyond anyone's expectation. It was indeed a very inspirational evening witnessing his speech about his life. I felt extremely proud to have been his social worker."

Vail commented that he intended to add Eva to his Christmas mailing list, "I've already been sending cards to Martha for years!



C.L. Lopez,
Media Specialist



Department of Child Support Services Update

A Promise of a New Beginning

The San Bernardino County Department of Child Support Services and the California Department of Corrections and Rehabilitation Day Reporting Center in San Bernardino formed a partnership to educate parolees that are rebuilding their lives.

The Day Reporting Center opened its doors in February 2011 as a training facility for state parolees. Following release from prison, parolees must enroll in mandated classes at the Center. Classes cover various topics that will help them successfully re-adapt to life after their release, such as employment, substance abuse counseling and relapse prevention, life skills and family-and-social skills classes.

Department of Child Support Services staff was invited to the Center to speak to parolees who have child support cases and questions. The Center's Program Director Elaine Zucco said her staff identifies clients who have child support issues and provides those names to Child Support staff prior to each visit.

Many of the clients are at a loss when they are released from prison and are overwhelmed by substantial amounts of child support due. In some cases, their driver's licenses have been suspended because of nonpayment of child support.

During each two hour session, Child Support Officers and Operations Manager Will Williamson have educated parolees about the Child Support Services program, provided him/her with information about their case, and offered insight on what steps need to be taken next in their child support case.

"We can only have 185 active clients at a time and Child Support Services has already assisted us in helping more than 30 of these clients," Zucco said. "Some have no driver's license and no way to get the process started, but thanks to Mr. Williamson and his staff, parolees feel like they can breathe, move on and get started—now they

are able to navigate the waters with Child Support Services."

The partnership has also had positive results for the Department of Child Support Services. "There have been some real successes from our two presentations at the Center where participants have been very receptive to our program," said Williamson.

Williamson recalled following the first visit to the Center, most of the attending parolees made follow-up appointments to speak to their case managers. Most notably, one parent who owed child support made a payment of \$750, the first payment he had made in three years; signed a payment agreement in order to secure a release of his license; and inquired about a payment plan to pay all of the child support he owed over the next three years. The Department of Child Support Services visits to the Center are expected to continue each quarter.

"It has been an amazing partnership," Zucco said.





Transitional Assistance Department Update

TAD's Customer Self Service Initiatives

The Transitional Assistance Department (TAD) is planning to implement a few innovative customer service tools over the next several months. The first of these tools is the **C4Yourself Kiosks**. These kiosks will allow customers to access C4Yourself.com to apply for benefits from C4Yourself.com and the C4Yourself Kiosks. Customers will be able to complete an application for CalWORKs (cash aid), CalFresh (formerly known as Food Stamps), Medi-Cal, and the newest county health program, ArrowCare. Although customers can access C4Yourself.com from any computer with an Internet connection, the C4Yourself Kiosk provides that access directly where it is needed most.

TAD will deploy a total of five kiosks this summer. The first two have already been deployed at ARMC. The kiosks will allow the public and especially uninsured patients to complete an application for Medi-Cal/ArrowCare, and other assistance programs, while they are in the hospital waiting room. Eventually, customers will be able to scan their verifications directly from the kiosks to be included with their applications.

Once TAD opens its Customer Service Center in August, users of C4Yourself.com, including those using the C4Yourself Kiosks, will be able to use **Click to Chat** or **Call Me** functionality to obtain immediate assistance with their applications during TAD Customer Service Center hours, Monday-Friday 7:30 a.m. to 5:30 p.m.

The **Click to Chat** functionality allows the customer to chat online with a TAD eligibility worker who will answer questions and assist him/her with the application. The **Call Me** feature allows the customer to provide his/her phone number to be immediately called back by an eligibility worker.

TAD plans to deploy the remaining three kiosks in the busiest district offices to provide customers an alternative to applying in person or waiting for an appointment.

Another innovative tool that TAD is planning to implement is a self-service **Drop-Off Kiosk**. This kiosk will be placed in the TAD district office lobby and will allow customers to log in by swiping their benefits card, authenticate themselves using a touch screen monitor, and then easily scan their own documents to be turned in. The Drop-Off Kiosk will automatically print a receipt for the customer. Once the

customer completes the scanning, the documents are electronically routed to the appropriate worker(s) for that customer. This Drop-Off Kiosk will save our customer's time, reduce lobby traffic, provide information directly to the worker, and reduce paper coming into the office.

The last innovative tool that TAD will be implementing is the **Handheld Barcode Scanner**. Many of the forms that are sent to TAD customers are barcoded. As the forms are hand-carried or returned by US Mail to TAD, staff will scan the barcode on the forms and mark them in the C-IV computer system as received. At certain times of the month, TAD customers can hand-carry forms to the office, creating

long lines in our lobbies. The **Handheld Barcode Scanners** will allow TAD staff to receive the customer's forms, barcode them as received and print the customer a receipt wirelessly from the lobby, or in the front of the building.

These innovations, C4Yourself Kiosks, Drop-Off Kiosks, and Handheld Barcode Scanners, along with the TAD Customer Service Center and Process Approach to Case Excellent initiatives, are designed to provide exceptional service and additional self-service opportunities for our customers and efficiencies for staff. All innovations are completely integrated and compatible with the C-IV System making them simple, easy and often seamless to staff. Look for one of these great tools in limited release at ARMC or a TAD office near you.





Transitional Assistance Department Update

Technical Employment Training Program

We have heard the talk about our country's dire employment situation. You would be surprised to know there is a "talent war" going on in an unexpected industry: manufacturing. The Transitional Assistance Department is leading the way in preparing our customers for the return of American manufacturing through the Technical Employment Training program.

RESHORING AND THE COMING 'TALENT WAR'

As shipping costs, overseas labor, and supply chains become more expensive and volatile, companies such as Caterpillar, Sleaf Audio and Sauder Furniture are bringing production back home—a practice called reshoring. However, companies are struggling to fill positions. According to the managing director for Accenture's Management Consulting Manufacturing Practice in North America, "there is a 'talent war' underway for everyone from engineers to skilled flexible operators." CNNMoney reports that employers have complained about "jobs that go begging, despite the country's current 9.1% unemployment rate."



TRAINING THAT MEETS INDUSTRY NEEDS

Technical Employment Training (TET), a San Bernardino-based business education cooperative, fills this gap through industry-based training. Their program offers a 630-hour course that integrates real life manufacturing practices into teaching. Students are prepared to earn National Institute for Metalworking Skills (NIMS) certification. NIMS is a nationally recognized developer of skills standards and its certification demonstrates to employers a high level of precision manufacturing competency.

EQUIPPING OUR CUSTOMERS WITH THE SKILLS TO COMPETE

Twenty seven Welfare-to-Work participants graduated on July 7, 2011, from TET. Participants, their families, instructors, and representatives from TAD, including Director Nancy Swanson, Deputy Director Michael De La Rosa, and Vocational Education Liaison Terri Williams, attended the completion ceremony. Participants brimmed with pride as they shared their testimonials on stage. One female participant, on the verge of tears, relayed the elation she felt at having not one, but two job offers soon after class. After two years of being unemployed, she never imagined companies would be going after her. For the first time, she felt confident in her skills and ability to compete in today's difficult job market and she thanked TAD and TET for the opportunity.

PROVEN PERFORMANCE

All 27 students who completed the program earned their NIMS certification. Within one week of class completion, 44% of the class was employed full time in local manufacturing firms. Other students are in the process of being interviewed. Employed TET graduates report great starting wages and benefits, including health and dental coverage for their families. Some customers' cash aid has discontinued due to their earnings. These results show TAD and TET's partnership effectively help our customers on their way to self sufficiency.

Sources: Q&A with Accenture's John Ferreira. Consulting Magazine.
<http://www.accenture.com/SiteCollectionDocuments/PDF/Accenture-Q-and-A-with-John-Ferreira.PDF>

How to train US workers back into manufacturing jobs.
<http://management.fortune.cnn.com/2011/06/29/how-to-train-u-s-workers-back-into-manufacturing-jobs/>

Evelyn Solorio,
Program Specialist II



Preschool Services Department Update

Practical Partnerships

The County of San Bernardino Preschool Services Department (PSD) has operated Head Start and State Preschool programs for over 45 years. While many people are aware that PSD provides early education and family development services to over 6,000 children (ages 0-5) and their families at 43 locations countywide, they may not know the number of partner agencies PSD contracts with in order to offer services to families living in remote locations and those with special needs children.

One of our most practical partnerships is with local school districts. PSD has contracted with the Colton and Ontario Montclair Unified School Districts to provide preschool services to children ages 3-5 in high need areas that consistently have large waiting lists. Additionally, we contract with Fontana Unified to provide Head Start and Early Head Start services to children ages 0-5 and their families.

A partnership with the Needles Unified School District allows PSD to provide services to families in this remote community, which has a high demand for early education programs and limited program options.

PSD also contracts with Special Discoveries, which allows us to serve families in remote mountain areas not previously served, as well as provide services for special needs children in these areas. Special Discoveries operates both Head Start and Early Head Start programs and serves children ages 0-5 and provides parent enrichment services.

Another partner specializing in serving children with special needs is Easter Seals of Southern California. Easter Seals provides no-cost full-day child development services to working families and pregnant and parenting teens at the Valley View Child Development Center on the campus of Chaffy Joint Union High School District's Continuation School campus.

PSD's Head Start and Early Head Start programs currently have openings for children 0-5 in all the programs highlighted above, as well as 38 other locations countywide. Children in foster care and families with children receiving public assistance, including TANF and SSI, are eligible and encouraged to participate.

For more information and eligibility requirements please contact the Preschool Services Department at (888) KIDS-025 or psdsupport@hss.sbcounty.gov.

Phil Luckner,
Appeals Specialist

California NEW: PATHS Professional of the Year

Nancy Nichols is the recipient of the 2011 Professional of the Year award presented by the California National Eligibility Workers Association of Professionals Associated Through Human Services (NEW: PATHS). She is a San Bernardino County employee and has been a NEW: PATHS member for seven years. Nancy is presently an Outstation Eligibility Worker for TAD at the Department of Aging and Adult Services, where she processes Medi-Cal intake applications referred by IHSS and continuing Medi-Cal.

She holds fast to the mission statement of NEW: PATHS as she fosters and promotes integrity and professionalism in the field of human services. Nancy is always ready to utilize the many resources acquired at NEW: PATHS conferences to help her serve clientele; she personally cares and professionally serves.

For the past three years, Nancy has spent her own time and money to volunteer at state conferences by assisting with registration. She is always willing to moderate workshops and help where needed. Nancy is also a board member of the local San Bernardino County Chapter where she has held that position for the past four years.

Congratulations to Nancy!

.....**Mark Your Calendar**.....

The California NEW: PATHS 2012 Annual Training Conference will be in Monterey on January 25-27, 2012. You offer go sea NEW: PATHS in Monterey in 2012.

To find more information you can go to their website at www.calnew.com



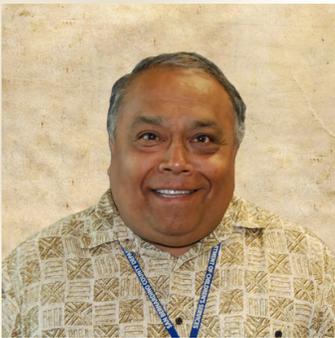
Employee of the Month



JULY JEFF GRAHAM

Supervising Automated Systems Analyst I, Information, Technology Services Division

Jeff has been employed with the County since July 2007 when he was hired as an Automated Systems Technician. His positive attitude, great customer service, and willingness to take on any given task awarded him a promotion to Automated Systems Analyst I in April 2010. He quickly proved himself again and was promoted to Supervising Automated Systems Analyst I where he supervises the field technicians, coordinates special projects, and assigns help desk tickets to the technicians. Jeff is well respected by his staff and promotes a positive work environment. His number one priority is our customers and he does a great job making sure customers' requests are being met in a timely and professional manner. Jeff sets a great example for his staff and his fellow co-workers making him a tremendous asset to ITSD.



AUGUST TONY MUGA

Staff Analyst II, Children and Family Services

Tony is an excellent employee who embraces customer service in his daily operations with the department. He maintains a positive reputation both in the department and during his interactions with regional and state representatives. Tony acts as the liaison and help desk for the Safe Measures, Juvenile Network and the Comprehensive Assessment Tool programs. Tony has worked tirelessly to ensure that the Comprehensive Assessment Tool is helpful to both social workers and the families they serve. He continues to promote these programs by offering technical support, as well as providing new employee training and individual training in small group settings.

Tony has been instrumental in the changes to the department's System Improvement Plan and acts as the Outcomes and Accountability liaison for the state and other counties. He always helps with special projects, conducts analytical studies, creates statistical reports and year after year has helped to ensure the success of the Foster and Kinship Youth Sports Faire. Tony Muga is a valuable asset to CFS.



SEPTEMBER LETICIA MAUST

Eligibility Worker III, Quality Support Services, Legislation & Research Unit

Leticia has admirably dedicated 15 years to San Bernardino County. Her unfailing willingness to assist where needed and high-quality production of work has earned her the respect of many departments, and has proven her a person of great integral abilities. She recently demonstrated commitment, hard work and sophisticated agility while making corrections to the National Youth in Transition database to bring CFS data into compliance. Leticia has also participated in many workgroups to assist with the quality and consistency of documents and/or data entry. Additionally, she is fluent in both English and Spanish, which further assists with meeting the needs of many. Leticia is recognized as a leader in the Quality Support Services Unit and continuously contributes excellence.

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 3, 2011, and featured 46 County employees. Nine Human Services employees were among those recognized. Following are highlights on three of these employees.

Public Service Recognition Week



PEGGY DILLAMAN

Communication and Career Services Manager, PERC

For the past 32 years, Peggy has served our County employees and residents with a level of service that can only be called impeccable. Peggy's role is to help employees identify their true colors and find the career that is right for them. Over the years she has used her amazing writing skills to not only assist the employees with improving their writing and proofreading skills, but in creating publications such as the Human Services (HS) Connection, the HS Pocket Guide, and press releases for various newsworthy events.

Peggy is often the first point of contact between Human Services and its various publics and as such, she represents the face of the County with patience, understanding and a positive outlook. Peggy has always gone above and beyond the call of duty, demonstrating outstanding leadership skills, ingenuity, selflessness and overall achievement.



LYNN NEUENSWANDER

Public Information Officer, DBH

Lynn is dedicated to the customer experience and works hard to solve every problem with integrity and dignity. Many times the issues she works hard to resolve are highly complex and take a degree of sophistication to resolve. Lynn is respectful and extremely resourceful in providing customer service, resulting in excellent outcomes every time. She pursues excellence not only for herself but because she deeply believes in the mission of this organization and is committed to the process of recovery for others.

Her work is her calling and her passion. She is a great individual and team leader, always praising others for what they do and facilitating a meaningful experience for both staff and clients alike. This effort translates into something unique and magical for people as they experience what really matters in life—a sense of satisfaction for accomplishing something good and the feeling of being valued.



JIM HARTEL

Supervising Child Support Officer, DCSS

Jim oversees the daily child support operations at the San Bernardino Superior Court, Child Support Division. He assists many customers daily in answering their child support questions and concerns, helps staff check in customers, manages the flow of work as cases are completed, ensures a comfortable, orderly court process, and that all customers' needs are met. In addition to all of the valuable work Jim does with our customers in court, he also volunteers for monthly child support outreach opportunities with our parolee population in the high desert communities. He ensures that each parolee with a child support case is provided with personal attention tailored to his/her specific needs.

"I strive to provide excellent service by taking the time to listen to what our customers have to say and treating them with respect as I seek to successfully respond to their needs and concerns...and if I am not able to satisfactorily respond to their needs, I will seek out other resources to assist them."

The following employees received service pins at the June 21, 2011 presentation. 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



Left to Right:
Mary Burden, DBH;
Virginia Carroll, HS Warehouse

30 Years of Service



Left to Right:
Rhonda Philson, CFS;
Lisa McGinnis, DBH;
Linda Haugan, HS Admin



25 Years of Service

Front:
Carol Johnson, CFS; Cheryl Long, DBH; Helen Mack, TAD
Back:
Steve Parker, CFS; David Wazdatskey, CFS; Kevin Lee, DBH



20 Years of Service

Front:
Paul Angelini, TAD; Merna Weber, ITSD;
Melody Stevenson, TAD;
Jennifer St. Antoine, DPH
Back:
Gwen Morse, DBH; Diane Hardy, DPH;
Susan Brown, DAAS



Front:
Lee Ann Reichmuth, TAD;
Deanna Luttrell, DBH;
Sofia Perez, TAD
Back:
Natalie Hoody, DAAS;
Dale White, HS Admin.



Left to Right:
Bonnie Humpal, DPH; Jolanda Fernandez, DAAS-Public Guardian;
Marian James DPH;
Alberta Yong, DPH;
Herminia Lee, DPH

Not Shown:
Felicitas Gonzalez, PID; Leticia Navarrete, DPH



Schedule of Classes

Offerings for October - December 2011

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

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

General Development Classes - Class Name	Date	Locator #	Fee	Time
So, You Think You Want to be a Supervisor – National University	10/11/11	31769	\$115	8:30 - 4:00
Performance Counseling Skills Supervisors Need – National University	10/18/11	31770	\$115	8:30 – 4:00
Public Speaking Without Fear – DPA Only – Victorville	10/20/11	31771	n/a	8:30 – 4:00
Success in the People Zone – National University	10/20/11	31495	\$115	8:30 – 4:00
Interviewing an Test Taking Skills – DPA Only – Victorville	10/26/11	31790	n/a	8:30 – 4:00
Service is an Attitude – DPA Only – Victorville	10/27/11	31791	n/a	8:30 – 4:00
Managing Your Emotions – National University	11/09/11	31792	\$115	8:30 – 4:00
Writing for Clarity and Career – 2 days – National University	11/09-11/10/11	31793	\$185	8:30 – 4:00
Choose Your Battles – National University	11/17/11	31794	\$65	8:30 – 12:30
Thank You For Calling - National University	11/17/11	31796	\$65	1:00 – 4:00
Workplace Philosophy: What does love have to do with it? – DPA Only	12/08/11	31797	n/a	8:30 – 12:30
Success in the People Zone – DPA Only – Victorville	12/13/11	31798	n/a	8:30 – 4:00
Coping with Difficult People – DPA Only	12/20/11	31816	n/a	8:30 – 12:30
Computer Classes - Class Name	Date	Locator #	Fee	Time
Excel Introduction 2007 – DPA Only	10/05/11	32639	n/a	8:30 – 5:00
Excel Introduction 2007	10/12/11	32532	\$115	8:30 – 5:00
Word Introduction 2007	10/19/11	32533	\$115	8:30 – 5:00
Access Introduction 2007	10/26/11	32536	\$115	8:30 – 5:00
Excel Intermediate 2007 – DPA Only	11/08/11	32640	n/a	8:30 – 5:00
Word Intermediate 2007	11/09/11	32537	\$115	8:30 – 5:00
Excel Intermediate 2007	11/16/11	32538	\$115	8:30 – 5:00
Word Intermediate 2007 – DPA Only	11/29/11	32641	n/a	8:30 - 5:00
Access Intermediate 2007	11/30/11	32539	\$115	8:30 – 5:00
Classes for Supervisors - Class Name	Date	Locator #	Fee	Time
Fundamentals of Supervision II (5 days) - National University *You may be eligible for ARRA-paid tuition; Use the "Information for new and current managers." link on the PERC website.	10/25, 11/01, 11/08, 11/15, 11/29/11	31843	\$785	8:30 - 4:00 (11/1 and 11/15 are 8:30-12:30)



Pre-registration is required for the classes listed in this announcement, and there are two ways to register:

1. PERC e-Learning Network

- Go to PERC website (<http://countyline/perc/>).
- Click PERC e-Learning Network at top of page.
- Click *Sign In* on top menu bar; follow directions to log in.
- Click *Class Catalog* on left sidebar.
- Type class locator number in “Search for these words” box.
- Select *Locator Number* radio button.
- Click *Go*.
- Click *Enroll in this class*.
- Click *Yes*.

2. Call Registrar

- Call (909) 388-4110.

Payment, purchase order, or approved Education Assistance Proposal (EAP) must be received prior to the start of the seminar. When paying by check, make checks payable to San Bernardino County. For additional information, please contact PERC at (909) 420-6400.

PERC LMS (Learning Management System) e-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

