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Assistant Executive Officer's Message

Linda Haugan, Assistant Executive Officer – Human Services

It is estimated that 10,000 baby boomers are retiring every day and will continue to do so for about the next 18 years. For those of you who are years from retirement, this means that there will be many opportunities to move up the ladder, into vacancies that are created by these retirements. One of the best ways to become competitive for these upcoming promotions is to find yourself a mentor.

A mentor is an experienced person who advises a less experienced colleague, often in the early stages of a career. The novice is commonly referred to as a protégé or mentee. The protégé receives guidance and helpful advice, while the mentor benefits from the opportunity by strengthening his or her leadership skills.

Finding a mentor can follow a formal process. Human Services (HS) sponsors the Leaders in Action (LIA) Mentoring program. HS managers and executives volunteer to mentor motivated employees. Mentees learn about strategic decision making, global thinking, relationship building, political-savvy and organizational efficiencies among other skill sets. There are three mentoring cycles annually and there is a formal orientation process. Mentees are matched as close as possible to mentors with similar interests.

You can find out more about the LIA Mentoring program by going to the HS website. There are also formal mentoring programs through the County's Management & Leadership Academy (MLA) and County Women's Network (CWN). Information about these programs can be found on the County's website.

Finding a mentor can also be an informal process. Identify someone who you admire and respect in the area of work you want to pursue. The mentor should have goals similar to your own and someone who has time to give to the relationship and is about 2 levels above your current position. (Don't ask your direct supervisor to be your mentor as it is better to have someone with whom you can talk freely about career and workplace issues). After a meeting or two, you should have a good feel as to whether the rapport is right for both of you.

It is up to you, as the mentee, to nurture the mentoring relationship. It's a good idea to ask to set up mutual expectations regarding how often you will communicate, boundaries relating to confidentiality and what you want to learn.

You will know if the mentoring relationship is working if your mentor encourages your goals, provides honest and constructive feedback, challenges you to grow and helps you to access your strengths and weaknesses. He or she should help you develop skills for success in a long-range career plan and introduce you to key players in the organization.

I've had several different mentors throughout my career and I credit them greatly for helping me successfully navigate my path with the County. I know that your mentor experience will do the same. Why not make a New Year's resolution right now, to become a mentee in 2013?

As the holidays approach, I want to thank you all for working so hard every day for the families in our communities. I wish you all a safe and happy holiday season with your families, as well as a new year filled with opportunities.

Until next time.....



Editor's Corner

Cynthia Malvin
Media Specialist

This edition of the HS Connection brings light to the many programs that our departments and divisions offer that even you yourself and the public may not know about.

Many of the articles within the HS Connection are a prelude to an individual's independence and empowerment to be noticed as an individual in their community. I hope you learn something from these articles as well, and pass this information along.

Also, may all of you have a very safe and happy holiday looking forward to another quick year that whizzes by us!

side with clubhouse members to provide educational, vocational, social and recreational activities, contributing to the overall wellness of the community.

The Clubhouse Program provides an empowering environment where Peer and Family Advocates (PFAs) and other consumers assist peers with issues relating to employment, housing, entitlement benefits and recreation and social support activities in an accepting, stigma-free setting. Through participation in clubhouse programs, consumers are assisted with transportation through the use of program vans and distribution of bus passes, to ensure they can attend doctor, legal and program appointments, as well as participate in community events.

In September 2012, a Clubhouse program evaluation was conducted to assess the program and further support consumers. Overall, of the participants who attended the Clubhouse program evaluation focus groups, 89% identified the program as valuable and **a great place to be a member and belong**. The services provided follow the department's vision of being "Recovery Focused and Wellness Driven" and involve a partnership with the members to facilitate hope and empowerment.

Lynn Neuenswander,
Program Manager

Clubhouse Programs

Clubhouse Programs: are powerful demonstrations of the fact that people with mental illness can and do lead normal, productive lives.

The term itself comes from the Fountain House program, which originated in New York. The program was designed in the fashion of social clubs for men and women living with mental illness.

The clubhouse model was, and still is, based on the belief that members are partners in their own recovery, rather than merely passive recipients of treatment, and that meaningful work and relationships are integral parts of recovery.

The County of San Bernardino Department of Behavioral Health (DBH) Clubhouse Program became operational in 1994 and operated using many of the same core values of New York's Fountain House. There are now 11 contract and County-operated clubhouses located in all regions of the county. These clubhouse programs support adults in their recovery from mental illness by assisting them to function positively in their personal, work and social environments, as well as work with them toward illuminating internal and external stigma and discrimination associated with mental illness.

The peer-driven program encourages self-management, which includes making one's own choices, re-integrating into the community as a contributing member and achieving a satisfying and fulfilling life. DBH staff work side-by-

Department of Behavioral Health Update



"This place prevents consumers from becoming 'throw aways'"

"You can smile, cry, be happy or sad with no judgment"

"Clubhouse helps them feel educated about their diagnosis"

Brian Hocking,
Operations Manager

Department of Child Support Services Update



Outreach to Employers: Child Support Services Launches Webinar to Engage Employers

The San Bernardino County Department of Child Support Services (DCSS) provides several important services including the establishment of paternity, medical support and child support orders, and the enforcement of medical support and child support orders. The distribution of health coverage information and child support obligations is the culminating event of all the hard work.

Federal Fiscal Year 2012 saw unbelievable achievement in a tough economic climate, with child support distributed collections rising 4.37% to a total of \$169.9 million. Achieving this level of performance requires DCSS to form partnerships with other governmental agencies and private employers to implement innovative solutions that will assist customers in meeting their support obligations.

Establishing long-term relationships with individual employers is critical towards securing health insurance coverage and child support collections for the families served by DCSS; collections obtained through wage garnishment represent about 62.6% of all collections distributed by DCSS. Recognizing the importance of building this type of relationship, DCSS hosted its first free Employer Webinar on September 26, 2012. The webinar covered employer topics including the employer's role in child support collections, when to begin deducting support, how to calculate adjusted gross income for the purposes of child support enforcement, how medical support should be included and how to calculate the costs of that support.

Participating in the event were members of DCSS staff: Attorney Elizabeth Lawrence and Operations Managers Beth Wallace and Brian Hocking, who together have over 40 years of experience in the child support program.

DCSS targeted over 50 employers, including local municipalities, such as the County and City of San Bernardino; transportation industry companies, such as Swift Transportation and Burlington North Santa Fe Railroad; large local employers, such as Stater Bros.; and other local employers who employ many DCSS customers.

DCSS took the opportunity to introduce the new electronic Income Withholding Order (e-IWO) process. This is a new service offered by the federal Office of Child Support Enforcement (OCSE) which allows Local Child Support Agencies (LCSAs) and employers to communicate electronically instead of through traditional mail. The program offers cost savings to employers and the LCSA, and more importantly, reduces the time between the issuance of an income withholding order and the initiation of the payroll deduction. This positively impacts the families served by DCSS by granting them monetary support and health insurance coverage information faster than the traditional paper mail method.

Feedback received from employers has been positive, with some providing suggestions of topics they would like to cover or further explore in future presentations. Most enjoyed the format, finding that the delivery of the information through a webinar allowed more of their staff who processes this work to attend with minimal impact and cost to them.

DCSS is very committed to providing the best services and recognizes the importance of building relationships with employers, finding cost effective ways to provide them with information, and establishing excellent working relationships. DCSS would like to thank the County's Information Services Department (ISD) and specifically Angel Hull, who assisted in setting up this webinar and working with the County's vendor as well as our own Technical Services staff.



Erin Phillips,
President and CEO

Partnerships

As 2012 draws to a close, Children's Fund is excited to recognize and focus on new partnerships, strengthen Children's Fund traditions, and say thank you to those organizations who continue to support the Children's Fund mission to care for our region's children in need. Children's Fund would like to recognize those who helped brighten the lives of at-risk youth in San Bernardino County.

HANES Brands Inc

This year we are proud to announce our collaboration with Hanes Brand Inc. Their generous contribution of more than 7,000 pieces of clothing and undergarments will make a tremendous impact on the 43 San Bernardino County agencies and community-based-organizations served, including the Department of Behavioral Health – Office of Homeless Services, Children and Family Services, the Probation Department, Public Defender's Office, and San Bernardino County Schools, as well as Family Assistance Program, Our House, Angels Closet Charities, and the Children's Assessment Center. We give our most sincere thanks to Hanes Brand Inc. for their caring contribution, benefitting thousands of local children and their families.



Children's Fund Update

CHILDREN'S FUND
1986 - 2011



Children's Fund is also happy to highlight a new partnership with First 5 of San Bernardino. This collaboration will ensure that at-risk children ages zero to five in San Bernardino County have the opportunity to receive emergency resources, expanding our reach to many more families throughout San Bernardino County. Children's Fund is proud to work alongside such an amazing organization with a like-minded approach to helping children and ensuring greater opportunities for brighter futures.

Children's Fund is hard at work on our holiday traditions, most notably our 24th Annual Celebration of Giving Holiday Toy Drive. The annual campaign to collect items like toys, clothing, and books for our region's at-risk children and teens is well underway, with many individuals and organizations ready to lead the way in collections. Together we will ensure that these children will not be forgotten this holiday season, reminding them that there are individuals in their community who care and want to make certain that they feel special this holiday season.

We are also pleased to continue our partnership with San Bernardino County Fire and Spark of Love this holiday season. This collaboration generates thousands of toys for at-risk children each year, and this year, we will celebrate with a Tree Lighting Ceremony at Fontana City Hall on December 5. Children will have the opportunity to participate in arts and crafts, meet Santa Clause, and sing Christmas carols.

Partnerships... continued



Children's Fund Update

Children's Fund's holiday season would not be complete without the Annual Pajama Drive, hosted by the Educational Counseling Graduate Students Association of Cal State San Bernardino. Last year over 2,500 pairs of pajamas were donated, and this year's goal is to collect 4,000 pairs on behalf of abused and impoverished children in our county. Children's Fund has also partnered with Redlands AYSO for a "Kids Helping Kids" toy drive. On November 3 each child participating in Redlands AYSO is encouraged to bring a toy to donate to a less fortunate child of a similar age.



Children's Fund would like to thank everyone involved in bringing a smile to the faces of our children and teens which face difficult circumstances and real need during the holiday season. Partnerships and collaborations like these make an incredible impact on these efforts. We invite you to consider how you might get involved:

MONETARY DONATIONS:

It is only through the support of our generous donors that we can continue to impact the lives of so many children. Please donate to our Celebration of Giving Campaign and our staff will be delighted to shop on your behalf.

CHILD GIFT TAG ADOPTIONS:

You also have the option of adopting a single child, or multiple-child gift tags. These gifts will go to the children referred to us with the most needs. You may place gift tags at your workplace or family tree and collectively make a difference for the children in our community.

TOY DONATIONS:

Become one of the organizations or donors to make a difference this year by hosting your own toy drive on behalf of Children's Fund and donating these special gifts to our Celebration of Giving Campaign Toy Drive. You can spread holiday cheer by dropping off your toy donations at the Human Services Warehouse in San Bernardino by **December 19, 2012**.

Children's Fund is proud to work with such amazing organizations to help at-risk youth in our community. Children's Fund thanks each and every supporter who continues to fight for this cause.



Kristy Loufek,
Community and
Events Coordinator



Children's Network 26th Annual Conference

Children's Network Update

Children's Network hosted its 26th Annual Conference on September 26 and 27 at the Ontario Convention Center. Over 500 attendees listened intently as day one's keynote speaker, Ashley Rhodes-Courter, shared her experiences of her years spent in Florida's child welfare system and her ongoing advocacy efforts to better the lives of those children living in out-of-home care. Ashley's animated presentation style and her ability to bring humor to her story generated laughter from the audience with her ideas and efforts for program and policy changes bringing cheers and rounds of applause.

The keynote speaker the second day of the conference was Lauri Burns. Lauri shared her life story of abuse, addiction, hardship, and healing. Her experiences in system care, living on the streets, and in recovery inspired Lauri to help other youth by developing The Teen Project; an organization dedicated to serving transition-aged system-involved youth. Lauri's program not only provides shelter and stability to teens, but helps to serve as a parent to the parentless. Lauri's efforts have led her to mentoring other women across the nation in opening shelters for homeless and transition-aged youth. In addition, her ongoing efforts have led her to opening another Teen Project shelter in a neighboring county.

The 60 workshops offered at this year's conference provided information and training opportunities to social workers, resource parents, kinship caregivers, teachers, health care and mental health professionals, counselors, and law enforcement and safety personnel. There were workshops on trauma and behavior, bullying, autism, internet crimes and predators, mentoring, engaging fathers, forensic interviewing,

cultural competency, asthma, homeless youth, truancy programs, suicide prevention, and educational assistance for foster youth.

A generous sponsorship from the Coalition Against Sexual Exploitation allowed Children's Network to offer a specific track of workshops dedicated solely to the issue of human trafficking and the sexual exploitation of children. The six workshops for this topic provided attendees with information from several different viewpoints, including law enforcement, a human-trafficking victim, and what other counties are doing to address the issue of human trafficking and sexual exploitation. The reviews for these specific workshops indicate the information presented was eye-opening, valuable, and increased the attendees' awareness on this ever-present issue.

Every year, our goal is for the Children's Network Conference to provide a meaningful learning opportunity to as many people as possible. This Conference would not be possible without the support of First 5 San Bernardino, San Bernardino County Children and Family Services, Children's Fund, San Bernardino County Department of Behavioral Health, Workforce Development Department, IEHP, Kaiser Permanente, San Bernardino County Preschool Services Department, Molina Healthcare, Arrowhead Regional Medical Center, San Bernardino County Department of Public Health, and Mental Health Systems Inc. The support of our sponsors helps to make this a quality conference with something for everyone.

The feedback received from this year's conference has been positive and the suggestions made will be given serious consideration as we prepare for our 27th Conference. Thank you to those who provided sponsorships and those who attended. We hope you can join us in September 2013!



Julian Sher and CASE Partner for Presentation

On the evening of September 26, San Bernardino County's Coalition Against Sexual Exploitation (CASE) sponsored an invitation-only reception for award-winning investigative reporter, Julian Sher as part of the Children's Network 26th Annual Conference. Representatives of eight County departments including the District Attorney, Public Defender, Department of Behavioral Health, Children & Family Services, Probation, County Superintendent of Schools, Children's Network, Sheriff's Department, juvenile court judges, and Supervisor Gary Ovitt listened as Mr. Sher shared his extensive knowledge of the commercial sexual exploitation of children in the United States.

Highlights of Mr. Sher's presentation included both national and local statistics regarding child sexual exploitation and several cases that he had investigated for inclusion in his most recent book, *Somebody's Daughter: The Hidden Story of America's Prostituted Children and The Battle to Save Them*. It is estimated

that anywhere from 100,000-300,000 American children are victims of commercial sexual exploitation annually. Attendees walked away with not only a better understanding of the issue of commercial sexual exploitation of children, but also an increased sense of motivation to tackle the issue within the county system with which they are involved.

Mr. Sher commended San Bernardino County for all they have accomplished in the fight against child sexual exploitation and encouraged them to continue. He also said that in order to address the commercial sexual exploitation of children effectively, a cultural shift must take place from that which glamorizes pimps as those who "make things better" to the fact that pimps are traffickers, exploiting vulnerable children for their own financial gain.

CASE was created in 2009 and has since grown to include eight child-serving departments, as well as community members and non-profit organizations. Currently, CASE provides funding for a multi-disciplinary team that includes a Clinician from the Department of Behavioral Health, a Juvenile Probation Officer and two Social Workers, one from Children and Family Services and one from the Public Defender's Office, as well as a Coordinator from Children's Network. Together, they provide direct services to youth who have been exploited and provide training to other staff within their departments regarding the commercial sexual exploitation of children in San Bernardino County.

To reach the CASE Coordinator, Anne-Michelle Ellis, please call (909) 383-9677.



Juan Solis,
CFS Community Partner
and Keynote Speaker



Children and Family Services Update

First Annual Fatherhood Breakfast



Juan Solis, Keynote Speaker

Children and Family Services' (CFS) Family to Family's held their First Annual Fatherhood Breakfast event June 16 at the Westside Kinship Center in San Bernardino. This event was an opportunity to recognize fathers who are receiving services from the department, resource fathers (or foster fathers), and male kin caregivers. The breakfast was the first of its kind in San Bernardino County, as we brought our male caregivers and biological fathers together to celebrate. It was a great success!

Participants had a great time, but then again who wouldn't with a full breakfast ensemble consisting of pancakes, bacon, grits, fluffy eggs, sausage, and a secret chef's famous coffeecake all prepared by the San Bernardino West Side Kinship Center staff? The food, giveaways and other items for the event were donated by CFS, First 5 – San Bernardino, The Way World Outreach,

Operation Phoenix Foundation and the Inland Empire 66ers, among many other community partners.

Developing and seeing the vision of this one-of-a-kind event come to life brought happiness to the Supporting Father Involvement workgroup. Planning for the event consisted of the teamwork of Children and Family Services' Family to Family and many community partners such as Making A Difference Association, Reach Out West end, Victor Community Support Services, San Bernardino Child Support Department and Children's Network.

The fathers who attended the event received a certificate of recognition and were entered into a giveaway full of prizes like camping equipment, gift baskets containing everything needed for a family picnic, and more. Tickets to the Inland Empire 66ers and the Victorville Mavericks minor league baseball games were also given to fathers to enjoy a day out with their kids.

As a father, community partner, and parent partner, I would like to see more events and programs that focus on fatherhood in our communities. Our children would benefit so much from these ideas, and we can help strengthen fathers who are also strengthening families. I saw fathers walk away with a smile at this event as if, for just that day, they forgot about their issues and felt recognized. That's what is missing from a lot of our fathers today...support - if we can support the fathers of today, and help them feel more confident in assuming their role in fatherhood, our children of tomorrow will triumph.

I'm looking forward to seeing CFS' next steps toward supporting fatherhood!



Childhood Obesity

In June 2012, results from research on childhood obesity in California conducted by the California Center for Public Health Advocacy (CCPHA) and the UCLA Center for Health Policy Research revealed that 38% of the state's children are overweight or obese. According to the report, San Bernardino was the only county in Southern California to see the rate of overweight and obese children increase from 2005 to 2010 (California Center for Public Health Advocacy) <http://www.publichealthadvocacy.org/research/overweight2010.html>.

During program year 2011-2012, the Preschool Services Department (PSD) identified the following number of children ages 2-5 at risk of being:

- Overweight: 659 children with BMI within the 85%-95% range
- Obese: 612 children with BMI exceeding the 95% range
- Underweight: 105 children with BMI less than the 5% range

In response to the above findings, PSD has implemented very active and systematic nutritional intervention programs that focus on teaching healthy life choices to children ages 0 to 5 and their parents/care providers. The following programs were developed to achieve a measurable impact on the weight of children, promote healthier eating habits, and increase physical activities.

- **Happy Healthy Me and I Am Moving I Am Learning** curriculum are provided to all children enrolled in PSD. It provides children with fun, interactive learning opportunities on physical activity and healthy eating.

- **Expanded Food and Nutrition Education Program** (EFNEP) is funded by the U.S. Department of Agriculture and focuses on helping low-income families and youth acquire knowledge, skills, attitudes and behavior changes necessary to promote health and wellness.
- **Families and Communities Educating Together** (FACET-Train the Trainers) PSD and the Child Health and Disability Prevention Program (CHDP) Registered Dietitians provide intensive training to Head Start parents from each school site, who then conduct four week nutritional classes for other parents at their sites.



- **Healthy for Life Program** is partially funded by First 5 San Bernardino. Direct services to teaching staff, children and parents are provided by a St. Joseph Health System/ St. Mary Hospital Registered Dietitian. The program focuses on PSD Early Head Start and Head Start children whose health status reflects a high Body Mass Index (BMI). The program also provides Color Me Healthy and SPARK Physical Activity curriculum for the intervention classrooms.

PSD continues to build and maintain community engagement and working relationships with universities, local medical, non-profit, and governmental organizations to achieve our performance goal of reducing childhood obesity for children enrolled in PSD.

Department of Public Health Employee Recognition Event

On September 13, 2012, the County of San Bernardino Department of Public Health recognized 99 employees who had provided excellent service to San Bernardino County.

The event was hosted at the Behavioral Health Resource Center in Rialto and was enthusiastically emceed by Greg Beck, Program Manager of the Animal Care and Control Program. Managers, Program Coordinators and Division Chiefs were there as well as Health Officer Dr. Maxwell Ohikhuare and Director Trudy Raymundo, to show their support and appreciation to staff.

Awards were given to recognize significant dedication and commitment to the department and to the communities it serves. The auditorium was filled with excitement, cheers, applause and noises from inflatable "thunder sticks" as the audience supported their coworkers, friends and family members.

Employees were recognized in different categories at the ceremony, including: years of service, special recognition in job performance, special recognition in perfect attendance, dedication as National Disease Intervention Specialist (DIS) and "Employees of the Month" for March through June 2012. Several staff also took the Animal Care and Control Oath of Office and received their badges.

Additionally, Environmental Health Services employees received the National Association of Counties (NACO) award, a high distinction.



Celia Saucedo-Smith, Vicki Williams-Loyd, Danny Perez, Carmen Arias, Maria Cota, Roger Gonzalez (Pilar Guillen, not pictured)

Danny Perez presents awards for October 5, 2012 "National Disease Intervention Specialists (DIS) Recognition Day"



Greg Beck, Leonard Tampkins, Corwin Porter

Leonard Tampkins receives his 10 year service pin.



San Bernardino County Reentry Collaborative (SBCRC) Hosts Summit and Develops Comprehensive Strategies for Improving Community Safety

The San Bernardino County Reentry Collaborative (SBCRC) hosted a Partnership for Safer Communities Summit on September 20, 2012, at the San Bernardino Hilton. The SBCRC was formed in 2011 as a partnership of agencies, organizations, and residents coming together to develop comprehensive strategies for the successful reintegration and long-term success of the formerly incarcerated returning to San Bernardino County.

The purpose of the summit was to provide information to the public, law enforcement and policy makers on national, state, and local levels about the reentry efforts brought forth by the collaborative to make San Bernardino County communities safer. It highlighted the SBCRC Strategic Plan accepted by the San Bernardino County Board of Supervisors in the areas of public safety, housing, employment, education, health and human services, and supporting the role of faith and community-based organizations to reduce recidivism rates and improve community safety.

"From the onset, the SBCRC Strategic Plan was designed to engage public safety, community services, and faith-based organizations serving this transitional population," said Josie Gonzales, Chair of the Board of Supervisors. "The best way to protect our neighborhoods and reduce recidivism is to create outlets where they can access services provided by agencies and churches within their own communities."

Moreover, Trudy Raymundo, Director of Public Health/Co-Chair of SBCRC added, "The Summit provides the opportunity to highlight the collaborative's efforts, and begin the dialogue in how to effectively implement the strategies within regions of the County."

Nancy Swanson,
Director



Transitional Assistance Department Update

TAD Unveils New Website, Logo and Mission Statement

Over the past several months, Transitional Assistance Department staff worked toward redesigning TAD's website and logo, as well as re-defining the TAD mission statement to better capture how our department supports the Countywide Vision in shaping our future. All three of these changes have taken place.

In November, we launched a new and improved TAD website to better serve our customers and the public! The easy-to-navigate website enhancements provide a variety of self-service options and better functionality which allows our customers to find useful information on the programs we administer and the services we provide. Please visit our new TAD website at <http://hs.sbcounty.gov/tad>.

Next, in addition to our new TAD website, the department has unveiled a new logo. The clean look of our new logo represents how the department assists in meeting the basic needs of families and individuals that are facing challenging times. It also symbolizes a 'transition' and the department's goal to provide services to each customer while Building Bridges to a Brighter Future.

Finally, as the County agency administering Public Assistance programs for the eligible residents of San Bernardino County, our Department's mission is to, "Enhance the quality of life in the communities we serve by providing economic support to individuals and families. We are committed to working collaboratively to provide our services accurately and efficiently, with a high emphasis on integrity, respect and customer service."

I thank all of my staff for the excellent service provided and their dedication to the County, our department, and the community. I look forward how we will work together to enhance that quality of life for those whom we serve.



It's Your Money, Claim it!

The Transitional Assistance Department (TAD) has partnered with the Internal Revenue Service (IRS) to offer confidential, free, accurate, certified tax preparation services for low to moderate income taxpayers through the Volunteer Income Tax Assistance (VITA) program. This year, we are again offering this program to all eligible residents of the County of San Bernardino, including County employees that meet the income guidelines.

- Services are available to those who earned less than \$51,000 in 2012.
- Returns are filed electronically, for both California and federal.
- Refunds are received in as few as 7 days after acceptance.
- Bilingual tax preparation services available.
- Tax preparation services will be available at various locations throughout the county including, ARMC, SBPEA, and many County Libraries.

The VITA campaign is focused on increasing awareness of the Earned Income Tax Credit, or EITC, which most VITA qualified taxpayers are eligible to receive. This credit was developed to help assist those who are in financial need as well as to reward employment. Every year, thousands of families miss out on this tax credit; money that could be used to help meet their families' needs. The additional money that taxpayers receive from the EITC has proven to help boost the local economy. In 2012, TAD provided tax preparation services to more than 5,000 county residents and processed more than \$10.1 million in combined federal and state refunds; of this, \$5.1 million was Earned Income Credits.

TAD is very proud to offer this free service to those who meet the income guidelines and encourages all who qualify to call our VITA information phone number for more information at (909) 252-4903.



It's your money, claim it!

June Hutchison,
Deputy Director



Transitional Assistance Department Update

1,000,000 Calls!!

In a little over a year since it opened, the Transitional Assistance Department's (TAD) new Customer Service Centers have assisted over 1,000,000 customers! Currently there are two Customer Service Center sites, one in San Bernardino and one in Hesperia and we are expecting a third small satellite Customer Service Center unit in Ontario this winter. The Centers together take over 90,000 calls per month and are open Monday through Friday, 7:30 a.m. to 5:30 p.m.

The Customer Service Center handles all the customer calls for continuing CalWORKs (cash aid), CalFresh (formerly Food Stamps), and Medi-Cal cases. The Eligibility Workers who work at the Customer Service Center work with a "One and Done" philosophy and attempt to complete all the casework related to the phone calls.

Tori Fredieu, the Eligibility Worker who handled the millionth call was surprised with a cash prize donated by the TAD Director lets add name and Center Deputy Director lets add a name.

The TAD Customer Service Center continues to be a model for other counties/entities to follow. As such, the Center has hosted tours from 15 California Counties, State of Kansas, USDA Food and Nutrition Services, California's Health Benefit Exchange Board, and various San Bernardino County Departments.



Left to Right- TAD Director Nancy Swanson, Eligibility Worker Tori Fredieu, and Deputy Director June Hutchison.

Human Services Communications Update



C.L. Lopez

Human Services Communications Officer

It has been a wonderful first few months on the job and I have enjoyed the opportunity to meet with staff from all of our Human Services Departments. It has been an honor to meet so many individuals who are committed to improve the quality of life for the people of San Bernardino County. I am inspired by the work that is done every day and I am excited to find ways to reach our customers and educate them about the services we provide.

Many of you are familiar with the work of the Communications Unit. We oversee several projects throughout the year. We coordinate Human Services participation in a Spanish language radio show; produce HS Connection and the Human Services annual report; and are here to assist with requests to take photographs and media relations. We have a great foundation; however, this is just a fraction of what the Human Services Communications unit will be doing to reach our customers.

We will still remain committed to La Poderosa Spanish language radio show. However, we are exploring additional avenues for Human Services staff to talk about their program services. We are now participating in "Eye on the Community," a community news show that airs on Sunday evenings on KFRG 95.1 FM and its four affiliate stations that reach nearly 700,000 residents in San Bernardino, Riverside, Orange and Los Angeles Counties. The show spotlights agencies that provide community services and is the perfect opportunity for Human Services staff to talk about their departments' services. Every human services department will be featured on Eye on the Community.

Social Media is also a large component of how we are reaching our customers. Social media sites are great for previewing events, highlighting program services, recognition of achievements or, if you wish, providing interactive content. They also have the potential to reach an audience that may or may not traditionally visit a department website. Behavioral Health, Child Support Services, Preschool Services and Transitional Assistance each have Facebook timelines. More departments have timelines in the works. We plan to use other human services sites such as Twitter and Pinterest to reach our customers.

We are already working more closely with the media in an effort to have an increase in positive news coverage of our departments. Through the media, we are able to further educate customers about the work of our departments. The work that we do and the services we provide may be something we do several times a day, day in and day out, but it can have a direct impact on a person's life. Every department has success stories of lives that were changed because of services provided. I look forward to continuing to work with each department to help tell the stories of Human Services.

Employee of the Month



OCTOBER

ROBERT BETEGH

Automated Systems Tech, ITSD

Robert has been an Automated Systems Tech with ITSD since June 2010. His first priority since arriving as a technician has always been good customer service. He constantly receives praises from the customers with whom he comes in contact. They praise his approach, as well as his knowledge. Since he's been with the department, he has continuously volunteered to help and take the lead with special projects. When working on tickets, he resolves the issues or escalates as necessary (i.e. to ISD when appropriate). This includes, but is not limited to, assisting TAD with their recent outreach events regardless of the time, day or location, which can sometimes be in a park after dark in Fontana or San Bernardino.

He has always worked very well with internal units such as with the Business Solutions Unit (BSU) on the PERC wireless scanner project. This involved constant contact with the manufacturer and customer, which Robert handles as professionally as possible. He communicates well with customers and follows up throughout the service request process. Internal units have learned that Robert has assumed a "go-to" guy role within the department, as he knows how to handle emergency calls that would normally go to the supervisor getting things resolved without issue.

Robert has proven to be very reliable and always on time. Most importantly, in the words of his immediate supervisor, "he has taken over a lead position and allowed me to enjoy my flex day."



NOVEMBER

LILIAN ORTEGA

Social Worker II, CFS

Lilian Ortega has been a Carrier Social Worker II in the Central Region for nine years. Prior to that, she was an Eligibility Worker and an Employment Services Specialist and has also worked for DAAS and Public Health. She is knowledgeable, resourceful and invested in assuring that the children and youth on her caseload have the best permanency experience and options possible. She is always on the lookout for resources for her clients and utilizes internal resources effectively to locate and connect her children to their extended families.

Lilian has been active in departmental initiatives, embracing Family to Family and the Extended Foster Care program for older youth. She has been the co-chair for Improving Quality System-Wide Advisory Board (IQSAB) for the last two years and has helped guide the group through the creation of the Scope of Work for the Business Redesign, new logo and website for the department and the Visitation Centers. Lilian is our "senior" Carrier Social Worker II and a person we count on to always represent our region and the department in the best possible way.

Employee of the Month



DECEMBER

PAMELA COLLETTE

Quality Assurance Specialist, LRQU

Pamela has been with the County of San Bernardino since 1986. During her employment, she has worked within several departments. Her personal commitment to superior performance adds value to the Legislation Research and Quality Support Services Unit. Her in-depth knowledge of policies and procedures specific to multiple public programs, which exceed expectations, makes her stand out.

Pamela is recognized for her many years of hard work and dedication to quality review. She exhibits enthusiasm and determination in providing excellent customer service.



DECEMBER

DR. KIPP THORN

Psy.D., Department of Behavioral Health

Dr. Kipp Thorn demonstrates an elevated level of dedication in supervising the Psychology Intern Program and the psychology interns on a consistent basis. He imbues all tasks with meticulous attention to detail, as well as through amounts of consideration and thoughtfulness. He is an extremely reliable, committed member of the DBH team and goes to great lengths to be a comprehensive resource to those in need of assistance.

Dr. Thorn is also an excellent example of the DBH vision, mission and values. Whether he is dealing with staff members, interns and/or colleagues, Dr. Thorn positively and consistently puts "Service First." An example can be found in a recent effort made by Dr. Thorn that truly goes above and beyond his normal job requirements. This year, the Psychology Internship program underwent its accreditation review which occurs every seven years. The review included a 500+ page self-study response and a three day on-site visit. The program and Dr. Thorn received approval to continue the program with very limited items that needed improvement. The reviewers provided several examples of the outstanding program being administered under Dr. Thorn's leadership.

Everyday Employees... Extraordinary Work

The following employees received service pins at the October 30, 2012 presentation. Each employee has served the County for 20 years or more. We extend our congratulations to the following employees:

40 Years of Service



Shown: Lorie Gamlowski, PID

35 Years of Service



Shown: Debbie Quiroz, CFS

30 Years of Service



Left to Right: Stephanie Jones, DPH; Donna Flint, CFS; Mary Lopez, TAD

25 Years of Service



Left to Right: Karen Rapponotti, HS Admin; Gary Bastajian, DBH; Rose Boatman, DCSS; Glenda Jackson, DAAS; Colleen Leary, TAD; Bambi Moser, CFS
Not Shown: Bonnie Houlihan, DBH; Cheerie Harmon, DAAS; Loretta Klopfer, ASD; Nancy Moreno, DAAS; Patricia Boudreaux, DBH; Wilma Ballard, TAD

20 Years of Service



Left to Right: Christie Grimsby, TAD; Doreen Ivery, CFS; Edward Williams, TAD; Robert Avesian, TAD; Dannie Galligani, PDD



Left to Right: Kniki Melbye, TAD; Sonia Rubio, DBH; Margee Kovac de Levin, TAD; Gilbert Ramos, TAD; Linda King, LRQU

Not Shown: April Klump, TAD; Arturo Petit, CFS; Bernice Reshard, TAD; Carol Treadwell, TAD; Cheryl Posey, CFS; Cindy Filley, TAD; Cristina Petarra, TAD; Debra Garcia, LRQU; Hong Pham, TAD; Kenneth Hall, ITSD; Maricela Hernandez, DPH; Sandra Johnson, TAD



Schedule of Classes

Offerings for January – April 2013

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
Serving a Diverse Community – DPA Only	01/08/13	37308	n/a	8:30 – 12:30
CPR/First Aid	01/09/13	38504	\$75	8:30 – 4:00
Success in the People Zone – National University	01/10/13	37309	\$120	8:30 – 4:00
Performance Counseling Skills Supervisors Need – National University	01/29/13	37311	\$120	8:30 – 4:00
Writing for Clarity and Career (2 days) – National University	02/12-13/13	37312	\$190	8:30 – 4:00
Interviewing and Test Taking Skills – National University	02/13/13	37313	\$120	8:30 – 4:00
Choose Your Battles – National University	02/20/13	37314	\$70	8:30 – 12:30
Public Speaking Without Fear – National University	02/21/13	37315	\$120	8:30 – 4:00
Service is an Attitude – DPA Only – Victorville	03/07/13	37318	n/a	8:30 – 4:00
So, You Think You Want to be a Supervisor? – DPA Only – Victorville	03/07/13	37322	n/a	8:30 – 4:00
Diversity & Inclusion Frame by Frame – DPA Only	03/12/13	37323	n/a	8:30 – 4:00
Public Speaking Without Fear – DPA Only – Victorville	03/13/13	37324	n/a	8:30 – 4:00
Thank You for Calling – DPA Only	03/19/13	37325	n/a	8:30 – 12:30
CPR/First Aid	03/20/13	38505	\$75	8:30 – 4:00
Performance Counseling Skills Supervisors Need – DPA Only – Victorville	03/26/13	37326	n/a	8:30 – 4:00
Training for Maximum Impact (2 days) – DPA Only	03/26-27/13	37327	n/a	8:30 – 4:00
Diversity & Inclusion: Frame by Frame – DPA Only	04/04/13	37328	n/a	8:30 – 4:00
Performance Counseling Skills Supervisors Need – National University	04/10/13	37329	\$120	8:30 – 4:00
Choose Your Battles – DPA Only	04/11/13	37330	n/a	1:00 – 5:00
Performance Counseling Skills Supervisors Need – DPA Only	04/16/13	37331	n/a	8:30 – 4:00
Serving a Diverse Community - DPA Only	04/18/13	37332	n/a	8:30 – 12:30
Interviewing & Test Taking Skills – DPA Only	04/23/13	37333	n/a	8:30 – 4:00
Writing for Clarity and Career (2 days) – DPA Only	04/24-25/13	37334	n/a	8:30 – 4:00
Thank You for Calling – National University	04/30/13	37335	\$70	8:30 – 12:30
Computer Classes - Class Name	Date	Locator #	Fee	Time
Excel 2007 Advanced – DPA Only	01/08/13	36253	n/a	8:30 – 4:30
Power Point 2007 Introduction – DPA Only	01/09/13	36254	n/a	8:30 – 4:30
Word 2010 Advanced	01/10/13	36275	\$120	8:30 – 4:30
Word 2007 Introduction – DPA Only	01/15/13	36256	n/a	8:30 – 4:30
Power Point 2007 Intermediate	01/16/13	36259	\$120	8:30 – 4:30
Excel 2010 Advanced	01/17/13	36278	\$120	8:30 – 4:30

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Excel 2007 Intermediate	01/22/13	36262	\$120	8:30 – 4:30
Power Point 2010 Advanced	01/23/13	36276	\$120	8:30 – 4:30
Word 2007 Advanced	01/24/13	36267	\$120	8:30 – 4:30
Classes for Supervisors - Class Name	Date	Locator #	Fee	Time
Fundamentals of Supervision I (5 days) – National University	1/15, 1/16, 1/29, 2/5, 2/13/13	37453	\$650	8:30 – 4:00
Fundamentals of Supervision II (5 days) – National University	3/5, 3/12, 3/19, 3/26, 4/2/13	37479	\$785	8:30 – 4:00 (3/12 & 3/19 are 8:30 – 12:30)
Classes for Managers - Class Name	Date	Locator #	Fee	Time
Fundamentals of Management I (5 days) – National University	1/3, 1/10, 1/16, 1/24, 1/31/13	37403	\$695	8:30 – 4:00 (1/10/13 is 8:30 – 12:30)
Fundamentals of Management II (5 days) – National University	2/21, 2/28, 3/7, 3/14, 3/21/13	37408	\$745	8:30 – 4:00 (2/28 & 3/7 are 8:30 – 12:30)

Pre-registration is required for the classes listed in this announcement.
To register:

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*.



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 PERC LMS (Learning Management System) Learning Network is 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