

# Human Services Connection

CN • DAAS • PSD • DCS • DCSS • PERC • TAD • VA



## Administrator's Message



Linda Haugan

I am excited about my new responsibilities as Interim Assistant County Administrator for HS. I've received many kind words and offers of help from HS employees and I truly appreciate all of your support.

Before I give a brief background for those of you who may not know me, I want to acknowledge Carol Anselmi one last time. Her many years of

dedicated service and direction helped to shape our agency into a much-respected organization. She was a mentor and a friend and I will miss her greatly. Her shoes will be hard to fill.

Like Carol, I am a long time San Bernardino County employee. I got my first County job in 1981. I grew up in a small Pennsylvania town and moved to California in 1980, right after graduating from Penn State University. Friends from college had moved here earlier and had jobs at General Dynamics in Pomona. I came to visit and basically never went home. I didn't have a job, but California was much more exciting than my small town, so I applied for jobs everywhere in the Inland Empire. Looking back, I can't believe I had the nerve to make this huge change in my life, but when you are young you do some crazy things. My parents weren't thrilled, but they finally accepted my decision to live in San Bernardino County and it has turned out pretty well.

I was offered a job as an Eligibility Worker with the Department of Social Services in February 1981. I didn't realize that I would be working for the "welfare" department until my first day in class. I figured I would do this for a while and then go get another job. Then a funny thing happened, I discovered that I really liked it. I also liked the jobs I got promoted to afterwards. They included supervision, management and program development. During this phase I worked on getting my MBA at Cal Poly, Pomona and graduated in 1991. Soon after, Carol hired me as her assistant when she was the director of transitional assistance. and then she hired me as TAD Deputy Director. In 2001, I did a nine-month stint as the Interim Director for the Department of Aging and Adult Services and landed as TAD Director in October 2001. After 24 years with HS, I realize that sometimes as a young adult, you do make good decisions, even if you didn't know it at the time.

In future issues of the *HS Connection*, I promise that this article won't be all about me. I intend to keep you informed about important HS issues and any other County information that will impact you or your department.

Until next time.... ■

Linda Haugan

Interim Assistant County Administrator  
Human Services

### Inside

Editor's Corner .....	2
Ethics Update.....	3
DCS Races for Cancer Cure.....	4
Children's Fund Collaborates .....	5
with Make a Wish	
Children's Network Update .....	6
It Only Takes A Minute	
DCSS - Conversion in the Air.....	7
Everyday Employees.....	8 & 9
Extraordinary Work	
Everyday Employees.....	10
Extraordinary Work (cont.)	
PSD Update .....	11
Teachers Make A Difference	
DAAS Osteoporosis Walk.....	12
Celebrating Seniors.....	13
Day in the Life, .....	14 & 15
ASD Facilities Management	
Schedule of Classes .....	16

# Editor's Corner



**Monique Thomas**

This issue of the Connection welcomes Linda Haugan, the new Interim Assistant County Administrator for Human Services. Linda provides an introduction and overview of her many years of service to Human Service and the County of San Bernardino.

Also in this issue, I have included a “job shadow” piece where I spent a day with Administrative Support Division (ASD) Facility Manager, Wendy Cambridge. There is much more to this department than building management, check out the story on page 14. ■

*Monique Thomas*  
HUMAN SERVICES



## **Human Services Connection** News Deadlines and Publication Dates

First Quarter	
News Deadline.....	January 5
Publication Date .....	March
Second Quarter	
News Deadline.....	April 7
Publication Date .....	June
Third Quarter	
News Deadline.....	July 7
Publication Date .....	September
Fourth Quarter	
News Deadline.....	October 6
Publication Date .....	December

**Published quarterly by San Bernardino County  
Performance, Education and Resource Centers  
Community Relations Office**

504 North Mountain View  
San Bernardino, CA  
92415-0038

**Editor**  
Monique Thomas  
Assistant Communication Specialist

**Layout and Design**  
San Bernardino County  
Printing Services Department  
Ralph Sandoval

# Ethics Update



Jim Pesta



## What More Can I Do?

*What's in a Box of Chocolates? You just might win one!*

I was recently reflecting on that saying from the movie *Forrest Gump*, “Life is like a box of chocolates. You never know what you’re gonna get.” I suppose one could disagree with that if they had a box of Whitman’s Chocolates, (there’s a chart in the box lid that identifies each piece). Nevertheless, most of the time, no such luck.

In life, we basically know what’s in the box and what it’s made of (at least we hope we do). The mystery is in the individual pieces, ingredients and parts of our lives. This remains a mystery until we encounter life, like a piece from the box of chocolates, and put it within us.

So, what does this have to do with ethics, particularly in the month of June when a box of chocolates will likely melt if left in your car? With the summer months upon us, providing time for vacations and long summer days affording us breaks from our daily routines, it might be a good time to think about our individual lives and how they have been like that image of a box of chocolates. What have been the surprises of life? What have been the twists and turns? What have been the significant moments? What have been the learnings and lessons and how does it all relate to our individual ethics?

Sounding pretty serious? **It is, but here’s the fun part:**

Send me, by email ([jpesta@hss.sbcounty.gov](mailto:jpesta@hss.sbcounty.gov)) or interoffice mail (Mail Code 0038 – Attention Jim Pesta), your one-page story of an experience you’ve had that illustrates Forrest



Gump’s observation that “Life is like a box of chocolates. You never know what you’re gonna get” no later than **July 15, 2005**. Be sure to include the insights you received from your experience.

If you do, your name will be entered for a drawing to win (yes, you guessed it) a box of chocolates! \* Now, that’s a sweet opportunity to celebrate summer and share your insights.

In the next edition of *HS Connection*, I will share some highlights from the stories received and, of course, announce the winner!

As always, if you’re not sure whom best to contact, or if you’re feeling hesitant about bringing an issue forward, contact me directly at [jpesta@hss.sbcounty.gov](mailto:jpesta@hss.sbcounty.gov) or [ethics@hss.sbcounty.gov](mailto:ethics@hss.sbcounty.gov) or (909) 381-7960. ■

**Jim Pesta**

ETHICS RESOURCE OFFICER

\* Staff members of the Ethics Resource Office and PERC are not eligible to be included in the prize drawing.



# Department of Children's Services Update



Angela Stangle

## DCS Races For Cancer Research

I would like to start by introducing myself and wishing **Carlos Cervantes** a happy retirement. Carlos retired from the department in February and now I find myself filling his shoes by writing this column. I have been with Children's Services since 2001 and I am continually amazed at the dedication that I find from the department's employees as well as the support that we receive from all levels of management. This is truly a wonderful department to work for and I hope that through this column I can convey the uniqueness of the department and its staff to you. One of the things I grappled with was how can I write things that reflect DCS when I, myself, am not a social worker? Then the proverbial light came on...what I would most like to do is give people a glimpse into the lives of DCS staff. At times, I have felt that I was standing on the outside looking in; then realized that is not the case.



Staff is always willing to help me understand the different processes and programs and yes, even the alphabet soup of acronyms! I invite DCS staff to contact me directly if there are things they would like to see covered. All ideas are welcome – the goal is to open a window into the lives and workings of Children's Services.

In recent months the department has said good-bye to two long-time employees and friends. **Jim Knabb** and **Anita Blake** both lost their fight with cancer. Sorrowed by this loss and armed with the knowledge of others that have fought (or are fighting) cancer, staff is giving back to the community. **Susan Palmer** organized a team to participate in the **American Cancer Society's Relay for Life**. The event was held on May 21 and 22, 2005 at Claremont High School. Team members walked for 24-hours to raise cancer research funds. The team walked in honor of Jim Knabb, Anita Blake and all the cancer survivors in the department.

Team DCS or the Determined Cancer Stompers, consisted of: **Cathy Cimbalo, Susan Palmer, Martha Allen, Patty Liles, Carla Goodemont, Judy Greenwood, Gale Hale, Marsha Fielding, Theresa Hernandez, Leslie Barton, Tamara Scott, Lagatha Travers, Jessica Noriega-Lopez, Gwen Heard-Nelson, Kathy Brookins, Marilyn Evans, and Lorraine Little-Tant**. The dedication of those who participated or donated showed just one way that staff is always giving of themselves to the community.

I would like to dedicate this article to those who have lost and those that survived their battle with cancer. ■

*Angela Stangle*  
Program Specialist I

# Children's Fund Update



Rebecca L. Stafford

## Children's Fund and Make A Wish Bring Hope to Local Child

As another fiscal year draws to a close here at Children's Fund, I cannot help but reflect upon the breadth and depth of our many accomplishments. It has been another year yielding extraordinary stories of success. How fortunate we are to be both supported and surrounded by a community of individuals who are of like mind and heart and come together to make our county a kinder place for its most vulnerable and fragile citizens of all ... the "at-risk" children!

Today, I am reminded of a verse authored by Edward Markham. In "Outwitted" the poet poignantly crystallizes the divergent nature of this our charge, which is to connect the community and the child:

*"He drew a circle that shut me out:*

*Heretic, rebel, a thing to flout.*

*But love and I had the wit to win:*

*We drew a circle that took him in."*

We can see in this little poem, a love teaching that includes our children marginalized by society left standing outside the circle of community. Our mission and on-going challenge here at Children's Fund, is to continue to find ways to draw them – the children – into this inner circle, their needs addressed and answered inclusively by the soul of this community.

Our Public-Private Partnership with the County of San Bernardino empowers us to affirm the challenge of Markham's words. We engage the community in this anonymous period of big government by bringing child and community together through the written and spoken word – we tell their stories. The children are the stories and we are able to share these stories with this compassionate community. For example, we recently received a request from the case manager for Phillip, an 11-year old boy whose story has already touched many hearts. He and his 6-year-old brother are in the process of being adopted by their grandmother. Phillip is the recipient of a heart transplant and his body is currently rejecting it. The Make A Wish Foundation is sending the family to Disney World in Florida. Through our Daily Referral Program, Children's Fund provided clothes and shoes for the boys to help make this a "trip of a lifetime."

"At the end of the day," or in this case, the end of another year, we here at The Fund smile in simply knowing that this county and community of caring individuals encircles and supports our vulnerable children; no longer do they stand abandoned at society's fringe looking in. ■

With Gratitude,  
**Rebecca L. Stafford**  
EXECUTIVE DIRECTOR



# CHILDREN'S FUND

# Children's Network Update



Susan Melanson

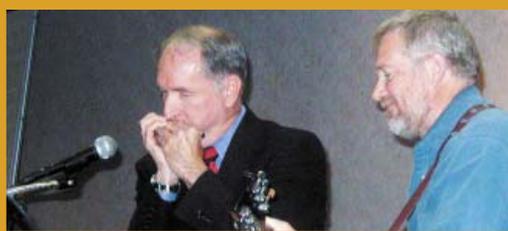
## *It Only Takes A Minute: Children's Network Kicks off Child Abuse Prevention Month With Annual Breakfast*

Children's Network kicked-off Child Abuse Prevention Month, observed in April, with its annual Shine A Light On Child Abuse awards breakfast on March 30, 2005 at the Ontario Doubletree Hotel. This year's theme is **It Only Takes A Minute**.

Emcees **Kent Paxton** (event creator), and **Rebecca Stafford** were honored to receive a Board of Supervisor's Resolution from 4th District Supervisor **Gary Ovitt** and a very unique presentation from First 5 San Bernardino's **Jessica Tafolla** on behalf of the Commission. Both resolutions recognized April 2005 as Child Abuse Prevention Month.

More than 450 individuals attended to recognize our honorees and the audience enjoyed exceptional presentations to the **Lifetime Advocate, Jack Brown**. **Presiding Juvenile Judge Patrick Morris** made a "special" presentation to Jack and invited the audience to join him in a song to Jack!

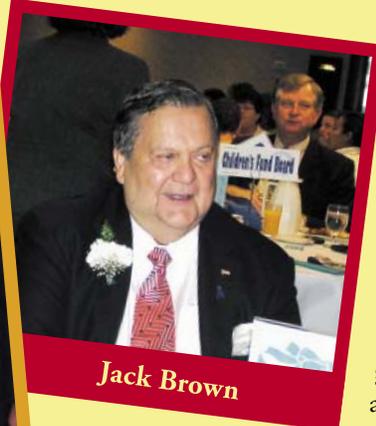
Kent Paxton and Rebecca Stafford receive Board resolution from 4th District Supervisor Gary Ovitt.



Judge Patrick Morris performs song for Jack Brown

Additional honorees were:

- Emily Guilfooy, Social Service Aide of the Year
- Steve Parker, Social Worker of the Year
- Joshua Sparks, Supervising Social Service Practitioner of the Year
- Loren Sanchez, Volunteer of the Year
- Isabel Bellino, Health Care Provider of the Year
- Citizen's Business Bank, Business of the Year
- Linda Sadoris, Victim Services Advocate (or Secretary of the Year according to mom!)
- Mike Schertell, Behavioral Health Clinician of the Year
- Sgt. Jack Trotter, Law Enforcement Officer of the Year
- Elida Smith, Kin Care Giver of the Year
- Patrick & Lynette Mathis, Foster Parents of the year, District 1
- Charlotte Beamon, Foster Parent of the Year, District 2
- Fred and Wanda Manley, Foster Parents of the Year, District 3
- Patricia & Jerry Negus, Foster Parents of the Year, District 4
- Evelyn & Lucas Binns, Foster Parents of the Year, District 5
- Rosie Rudison, Foster Youth of the Year



Jack Brown

In keeping with this year's theme, we conducted a small contest to develop lists of things that can be done in a minute...more or less. **Heather Lint** of Children's Fund submitted the winning list and won our gift certificate to the Claim Jumper restaurant! Congratulations, Heather!

Parenting materials are available all year long; visit Children's Network to pick up appropriate titles for your clients, neighbors, scouting groups, church groups or for your self! You may call for information at (909) 387-8966. ■

Susan Melanson  
ASSISTANT NETWORK OFFICER

# Department of Child Support Services Update

## *Conversion is in the Air at the Department of Child Support Services*

For the past year, **Department of Child Support Services (DCSS)** staff has been preparing to convert from Starkids to a new computer system, known as CASES (Computer Assisted Support Enforcement System). The day has finally come!!

This is part of a two-phase conversion that will ultimately result in one statewide child support computer system. Phase One will transition all California counties to CASES, except Los Angeles, Orange, and San Diego who are on the ARS system. Phase Two, which is scheduled to be completed by October of 2008, will result in the remaining three Counties mentioned above operating on the same child support computer system. This statewide conversion will hopefully be relieving the state of federal penalties. The federal government requires that California operate within one statewide computer system. The State has incurred \$750 million in penalties since 1997 for failing to operate in accordance with the federal standards.

San Bernardino DCSS converted to CASES on June 1, 2005. With a caseload of 158,072, San Bernardino is the largest county to utilize CASES. The State has provided support to ease the transition to CASES in the form of business partners, trainers, and subject matter experts (SMEs) from all over California.

DCSS has specific staff dedicated to becoming "Super Users" prior to conversion. They will be available to help with any post-conversion questions from users. Super Users include trainers, business specialists and additional line-staff. "To prepare for the conversion, this group worked in the CASES training environment daily, participated in preparing training material for all staff, designed and distributed desk aides that assisted each and every user on how to do their specific job," states **Howard Mack**, the on-site coordinator for San Bernardino DCSS. In an effort to help all of DCSS become "Super Users" staff members are receiving and completing weekly pre-conversion CASES exercises, which will keep them familiar with the system.

The Data Validation and Conversion (DVC) team was created to validate that the data will be converted accurately and to clean-up any incorrect or incomplete data prior to conversion.

The Staff Development team has worked steadily on training

all staff on CASES at the **C-IV** training facility at the Carousel Mall. The first sessions began in November of 2004 and, except for Christmas break, have continued since then. Staff members have received differing amounts of training based on their job duties. To date, approximately 500 staff members (from clerks to attorneys) were provided with navigational training within 31 class sessions ranging from a half-day to 10 days. Training specific to CASES financial was delivered through 14 sessions to 169 staff members, most of whom had also attended the navigational training. CASES navigational training is nearing completion. (Whew!)

The State of California is also working on implementing a State Disbursement Unit (SDU) to handle all child support payments. Agencies and individuals will forward payments to the SDU to be processed and directed to the appropriate recipient. The SDU is scheduled to be implemented January of 2006. This conversion will ease some of the financial responsibilities of DCSS.

"DCSS staff are to be commended for their dedication and hard work during this time of transition" said **Liz Todd**, Training Manager. As anyone can see, conversion is currently a big part of daily life at the Department of Child Support Services in this county.

As of press time, 100% of the court orders and 100% of child support cases were converted successfully. ■

*Amethyst Shearer*

CHILD SUPPORT OFFICER I



# Everyday Employees . . . .

## Employee of the Month

### January - Cynthia Ramirez (PSD)

Cynthia Ramirez is a five-year County employee and has been a Clerk III at Preschool Services for the past two and a half years. Working for the Deputy Director, she coordinates the Head Start Parent Policy Council, which consists of Head Start parents and community representatives countywide.

Cynthia puts the explanation point on customer service. She has a friendly disposition and an infectious smile. She is always ready to jump in and help get the job done. Cynthia acts as a bilingual Spanish interpreter when needed. Words that are used to describe Cynthia include: effective, efficient, positive, proactive and dedicated. She is never too busy to help out. She works well with Head Start parents as well as all levels of staff. PSD is proud to call her their employee.

Cynthia is a long time resident of Colton. She is married to Rick Ramirez and is the proud mom of one daughter and two sons. She is the daughter of Colton's former mayor, Frank Gonzales. She comes from a family that has a long history of community service and she currently serves as a Planning Commissioner for the City of Colton.



Cynthia Ramirez



Ana Mercado

### February - Ana Mercado (TAD)

Ana Mercado has been with the County for about 3 years. She is a bilingual Eligibility Worker at Fontana TAD. She lives in Riverside but chose to work for this County, because, as she stated in her own words "customer service is important to me and San Bernardino County is known around the state because its excellence in customer service".

Ana's caseload exceeds standards. And though her workload can be immense, you will always see her going above and beyond to meet the needs of her customers. One of Ana co-workers remarked, "I used to think that she had so much energy because of her young age, but now I know that she genuinely cares about her customers."

### April - Sharon Chivis (ITSD)

Sharon Chivis is a Business Systems Analyst III at ITSD, where she has worked for the past five years. She has been a County employee for over 20 years. Her drive and determination, along with her great attention to detail has allowed her to successfully complete some of the most difficult assignments at ITSD. Her recent projects have included implementation of Meditech modules at the Department of Public Health and work on a similar project at the Department of Behavioral Health. While no longer an HS department, Behavioral Health specifically requested Sharon's assistance on this project because of her demonstrated ability to bring people and projects together.

Sharon lives in Moreno Valley with her husband and youngest son. In her spare time, she enjoys spending time with her family, RVing, home remodeling, and movies. Sharon is especially proud of her children. Her youngest son is a high school football standout currently considering college scholarship offers. Her oldest son graduated from the United States Officer Candidate School and has received an assignment to the Euro-NATO fighter pilot school. Sharon can also be proud of her own accomplishments; she is a graduate of the University of Redlands where she received her Bachelors degree. She is currently pursuing her Masters degree and is expecting to complete the program June 2006.



Sharon Chivis

# Extraordinary Work

## May – Claudia Toth (DCS)



**Claudia Toth**

Claudia has worked for the County for approximately 12 years. Claudia has always been a hardworking, dedicated individual, who is trustworthy and willing to go the extra mile for customers. She is kind and empathetic and these qualities show through in her work. When she first began with the County, Claudia worked as a Transcriber Typist II with Victorville Child Protective Services.

Claudia now works in DCS's Relative Approval Unit (RAU). She continues to serve customers faithfully; making sure that relative homes are safe for our dependent children. Claudia has taken on a special role within the RAU as she is the worker assigned to evaluate relatives residing in Northern California. This often leads to extended workdays as she sometimes travels between homes 2-5 hours apart. She accepts this assignment and work enthusiastically.

Claudia's commitment, empathy and concern for her customers epitomize great customer service. Such qualities don't stop at the end of her workday; they are part of her personality and her mission in life.

## Public Service Recognition Week

This year, public service recognition week was celebrated from May 2 through May 8. This week is dedicated to honoring women and men across the nation who exemplify excellence in public service. This year seven Human Services employees were recognized. Over the next year, the Connection will spotlight these exceptional honorees.

### Cynthia Cureton

Cynthia Cureton is a Deputy Public Guardian for the Office of the Public Guardian where she is the sole investigator of referrals for probate conservatorship. Cynthia exemplifies good customer service. She always takes extra time to explain rules, regulations and laws governing conservatorship to the public, staff and other agencies.

Cynthia is an outstanding representative for the department providing presentations about the Office of Public Guardian throughout the County. She is always professional and exhibits a positive outlook and the highest level of dedication to the Office of Public Guardian and the County of San Bernardino.



**Cynthia Cureton**



**Jeanine Chenault**

### Jeanine Chenault

Jeanine Chenault is a Supervising Program Specialist for the Program Development Division. She has been with the County of San Bernardino for over 27 years. During that time she has held numerous positions within HS, always with high standards of professionalism for herself and her staff.

Throughout her career, Jeanine has made significant contributions to HS. Many have resulted in effective and efficient changes in business process. Jeanine is a self-starter who takes initiative. Jeanine has a keen eye for budget and legislation. She has worked to formulate project plans for new legislation that places San Bernardino County at the forefront of implementation.

# Everyday Employees . . . Extraordinary Work

## Service Pins

The following employees received service pins at the Board of Supervisors meeting held Tuesday, May 3, 2005. Each employee has served the County for 20 years or more.



*Janie Palubin, TAD  
25 Years of Service*



*Cathy Cimbalo, DCS  
30 Years of Service*



*Deborah Williams, TAD  
25 Years of Service*

### *\*Not Pictured:*

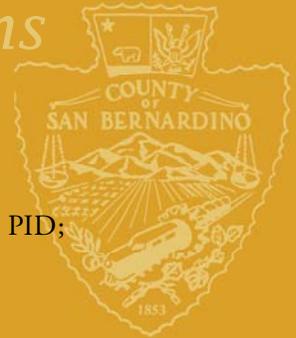
*35 Years:* Pattie McGinty, Admin

*30 Years:* Marilyn Reed, TAD

*25 Years:* Jeff Baker, PID; Kellie Booth, TAD; Patricia Cook, PID

*20 Years:* Kanya Blumentstein, TAD; Sherry Blunt, TAD; Pam Cusack, TAD; Heidi Earls, PID;  
Michael Hanowitz, DCS; Mona Harnish, DCSS; Tatijana Khokhlov, DAAS;  
Beatrice Lopez, TAD; Connie Lykke, PDD; Sally Perez, DCS.

## Service Pins



## Suggestion Awards: Innovation Can Pay Off!!

On April 26, the San Bernardino County Board of Supervisors awarded Eligibility Worker, Glenna Cook with \$6,006.24 for her time and cost saving idea now utilized by the Preschool Services Department. Cook used Microsoft Excel to create a spreadsheet that eliminates the task of entering the same information on several separate forms. When the data is entered once, the software populates necessary information onto all of the forms.

This new process has saved Eligibility Workers valuable time allowing them to focus on other recruitment duties. The annual savings to the department is \$60,062.40. For more information about suggestion awards, go to: <http://countyline/suggestionawards/>



*Glenna Cook*

# PSD Update - Teachers Make A Difference

## PSD Update - Teachers Make a Difference

In early February a routine lesson at Mill Center Head Start became a life-saving lesson. Each week, Head Start lesson plans address health and safety topics. During the first week in February, teacher **Vaneeta Bufkin** and aide **Carolyn Anderson** addressed Emergency 911. The morning began with reading the Call 9-1-1 book. Throughout the day the children, using the play telephones, practiced calling 911 and reporting an emergency.

Several days later, **Darlene Baines** had planned to take her 4-year-old daughter, **Desirae**, to Chuck E. Cheese. As they began to get ready, Ms. Baines began having pains in her side. Ms. Baines has a history of seizure disorder and, in addition to these severe pains, had begun to have several small seizures.

But Darlene was a lucky mom. You see, Desirae is in Vaneeta and Carolyn's Head Start class and was paying attention to the Emergency 911 lesson. She called 911 to report that her mommy was having a seizure and stayed on the phone with the dispatchers, guiding them to the family's home. Darlene was rushed to the hospital and underwent emergency surgery to remove an appendix that was about to burst. We are happy to report that Darlene is out of the hospital and on the road to recovery.

Vaneeta Bufkin and Carolyn Anderson are also true heroes in this story. They make a difference in the lives of their children every day. The lessons they teach helped a little girl to save her mother's life. Teachers definitely make a difference! ■

*Pattie McGinty*

PROGRAM SPECIALIST II

Aa Bb Cc



Vaneeta Bufkin - Desirae Fields - Carolyn Anderson  
Teacher Teacher's Aide

# DAAS - Osteoporosis Walk

## *DAAS Sponsor Walk to Stomp Out Osteoporosis*

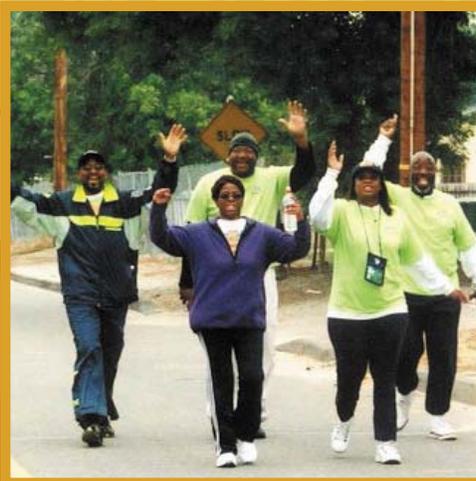
Dressed in lime green t-shirts, ribbons and Nike shoe pins, forty participants of all ages came together for the “Walk for Healthy Bones” on Sunday May 1, 2005. Held at the Elmer Digneo Park in Loma Linda, this event was created to encourage adults to engage in physical activity and to celebrate **National Osteoporosis Education and Awareness Month**. The Department of Aging and Adult Services, (DAAS) sponsored the walk with a mini-grant from the California Osteoporosis Prevention and Education (COPE).

Participants had a choice of walking 3 or 6 miles, running 6 miles or a combination of walk/run through the scenic city of Loma Linda. In addition to the walk, participants also had the opportunity to take part in health screenings offered by Concorde College student nurses, discuss osteoporosis detection and treatment with experts from Arrowhead Bone Institute and Kaiser Permanente, and obtain information from the DAAS’ Info-Van. At the conclusion of the event, each participant left with a feeling of accomplishment!!

To provide more information about osteoporosis, 12 educational seminars were held at senior centers throughout the county. They addressed how osteoporosis can be prevented, its causes, risk factors, detection and the role of proper nutrition and exercise. Supervising Public Health Nurse **Judy Perry** and I facilitated the seminars. Attendees were very pleased with learning the minor lifestyle changes that can be made to prevent the debilitating and costly skeletal disease know as osteoporosis.

If you would like information on osteoporosis, please call (909) 891-3900. ■

*Aleida Gordon*  
NUTRITIONIST



# Celebrating Seniors

## 3rd ANNUAL CELEBRATING SENIORS



a special **free** day for Seniors 60 years of age or over

Thursday, September 8, 2005

9:00 a.m. to 2:00 p.m.

The Orange Show Fairgrounds  
689 South E Street  
San Bernardino

**Reservations required - call 1-800-510-2020**

*Continental Breakfast*  
(Served 8 to 9 a.m. while supply lasts)

*Free Lunch*

*Entertainment*

*Door Prizes*

*Local Elected Officials*

*Over 100 Product and Service Vendors*

*Free Health Screenings*

Event sponsored by San Bernardino County Department of Aging & Adult Services in collaboration with County Departments and Community-Based Organizations

For more information and special accommodations, call Glenda Jackson at 909-891-3900



# Day in the Life:

## *Day in the Life: Administrative Support Division Operations and Project Management Unit-Facilities Management*

Who would you contact for a building/facilities issue within HS? Based on the title of this story, you probably said ASD-Facilities Management. But did you also know that you could contact this unit for questions about ergonomics, Americans with Disabilities Act (ADA) issues, or too many squirrels in the parking lot? As you can see, there is much more to the Operations and Project Management Unit (OPM) than building management as I discovered during a ride along with Facilities Manager, **Wendy Cambridge**.

Some other functions of a facilities manager include: participating in all the processes of selecting a new site, (including the design and proposal stage through building construction, they also coordinate the movement of staff from the old site to the new site); overseeing the maintenance of leased facilities; planning and coordinating staff and department relocations; purchasing and monitoring of vehicles, office equipment, furniture, security and guard services.

On the day of the ride along, Cambridge and I visited, four sites, all located in the High Desert, which is her region. Two sites were located in Barstow the remaining sites were in Victorville. Each facilities manager oversees a different region: High Desert, Low Desert, Central Valley, West End and East End. Projects come in to **Lynne Fischer** who disseminates work to the various



**Cambridge consults with a supervisor**

analysts depending on the area and nature of the work.

“My job is to keep the project(s) moving,” Cambridge said. “Everyday is different. It can be fun, challenging and stressful,” she continued. Facilities managers are involved in a project from conception to implementation. “A big part of our job is to break down the project, find the problems and offer solutions.” According to Cambridge, facilities management is a 24/7 job. Moves and relocations can happen on the weekend. If security is breached at a building in the middle of the night, they could be called to secure the site.

One of the biggest recent impacts to ASD has been the implementation of C-IV. The nature of this system has drastically changed the way that many HS employees deliver service. From intake to case management, C-IV has created a more collaborative environment between staff and clients. This has required many physical changes to buildings to accommodate the new approach to service delivery. For example, prior to C-IV, intake would be performed by clerical staff in the lobby or front desk of an office. Now Eligibility Workers collect information to set up cases from their desks. One transition step



**Reconfigured workspace with added side panel**

# ASD Facilities Management



**Cambridge evaluates equipment**

made to address this change was the inclusion of side cubicle panels, where possible, to allow for greater client privacy during interviews. As the C-IV model continues to become an integral part of the way HS does business, Cambridge's unit is developing more efficient workspace plans for the future and continuing to research more streamlined traffic flows of staff and clients from lobbies to workspaces.

During my ride along, I noticed that Cambridge was greeted with the same warm smile at each site. Some even offered hugs. She had a strong rapport with each of her customers. Proving that for ASD, customer service is the top priority. "Communication with the customer is key." Cambridge said. "We [ASD] develop relationships with our customers and work together to get things done." When there is an unexpected need or problem, you improvise to make it work for that project."

Currently, ASD is finishing the details on the official HS ergonomics policy and putting the final touches on a web link for supervisors to access when they want to request an ergonomics assessment. "It [the database system] is much more than that," Cambridge said, "it will actually help us track all aspects of the ergo process, and will enable us to track ergonomic trends

allowing us to continue to improve our service and our staff's safety." Lynne Fischer and **Joe Sutcliffe** have been instrumental and a tremendous help in moving this project forward.

The division has also been addressing the typical workspace, developing designs with vendors that will make the areas even more safe, efficient and practical. "We (ASD) are in constant conversation with all departments, searching for ways to improve their program delivery," Cambridge said. She is currently working with Architecture and Engineering (A&E) to renovate a building in Redlands to relocate the Public Guardian, as well as securing an immediate site for Preschool Services in Barstow.

It is clear from spending a day with Wendy Cambridge that facilities managers are dedicated to quality service for HS departments and employees. So the next time you see your facility manager walking briskly around your building, tape measure in hand, bent on their mission of the day, smile and say hello, they'll be glad that you did. For more information about ASD and the services provided, please visit their Intranet site at:

<http://hssnet/asd/>.



# Schedule of Classes

## Offerings for July - September 2005

<b>General Development Classes</b>				
<i>Class Name</i>	<i>Date</i>	<i>Class ID #</i>	<i>Fee</i>	<i>Time</i>
CPR/First Aid in Victorville	7/5	17220	\$45	8:30 – 4:30
Serving a Diverse Community	7/12	17197	\$55	8:30–12:30
Managing Your Emotions	7/13	17118	\$105	8:30 – 4:30
CPR/First Aid	7/13	17217	\$45	8:30 – 4:30
Time Management	7/27	17198	\$55	8:30–12:30
Taking Charge: Turning Stress into Success	8/1	17200	\$105	8:30 – 4:30
How to Build Self Esteem & Personal Power	8/2 & 8/3	17201	\$175	8:30 – 4:30
CPR/First Aid in Victorville	8/9	17221	\$45	8:30 – 4:30
Mapping Business Communications	8/15 & 8/16	17202	\$500	8:30 – 4:30
CPR/First Aid	8/16	17218	\$45	8:30 – 4:30
Proof-a-matics (four half day classes)	9/12-9/15	17203	\$105	8:30–11:00
CPR/First Aid	9/22	17219	\$45	8:30 – 4:30
CPR/First Aid in Victorville	9/29	17222	\$45	8:30 – 4:30
<b>Computer Classes</b>				
<i>Computer classes will be presented at 504 N. Mt. View Ave., San Bernardino, CA unless otherwise noted.</i>				
<b>Track 1 Classes presented by ExecuTrain</b>				
Access 2000 Introduction	7/7	17205	\$105	8:30 – 4:30
Word 2000 Introduction	7/12	17206	\$105	8:30 – 4:30
Excel 2000 Intermediate	8/18	17210	\$105	8:30 – 4:30
Word 2000 Intermediate	8/23	17211	\$105	8:30 – 4:30
Word 2000 Intermediate	9/6	17212	\$105	8:30 – 4:30
Excel 2000 Introduction	9/8	17213	\$105	8:30 – 4:30
Excel 2000 Intermediate	9/20	17215	\$105	8:30 – 4:30
<b>Track 2 Classes presented by Quick Start</b>				
Access 2000 Introduction	7/5	17204	\$105	8:30 – 4:30
Access 2000 Intermediate	7/21	17207	\$105	8:30 – 4:30
PowerPoint 2000 Introduction	8/9	17208	\$105	8:30 – 4:30
Access 2000 Introduction	8/17	17209	\$105	8:30 – 4:30
Access 2000 Intermediate	9/14	17214	\$105	8:30 – 4:30
<b>Track 3 Classes presented by Soft Train in Victorville</b>				
Word 2000 Introduction	7/5	17223	\$105	8:30 – 4:30
Word 2000 Intermediate	8/9	17224	\$105	8:30 – 4:30
Word 2000 Intermediate	8/25	17225	\$105	8:30 – 4:30
Excel 2000 Introduction	9/6	17226	\$105	8:30 – 4:30
Excel 2000 Intermediate	9/22	17227	\$105	8:30 – 4:30

Contact PERC for the following special offerings:

- On-Line computer courses
- CompUSA computer courses
- Notary Public Classes