



# TCDSS *The Social Network*

March/April 2011

TCDSS by the numbers  
for Dec/Jan 2010—11:

- 38 Clients obtained employment
- 11,690 Lobby walk-ins
- 3,145 New Assistance applications
- 282 Child Welfare referrals
- 221 Adult Services referrals

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## From the desk of the Director

Dear Staff, Friends, and Partners,

We are off to a big start this spring with many citizens from the community coming through our front doors for help and assistance -more than ever before. I am tracking the budget process in Sacramento and it appears that the Governor and the Legislature is at work and hearings are in progress. Once the ballot initiatives are completed we should begin to have a clearer picture on the budget as we move into the summer. As always, I will keep you updated through our All Staff meetings, emails and the newsletter.

In this edition of our newsletter you will see that:

- Our VITA program is successful and we are hitting new targets in getting tax returns completed with refunds that are assisting families and our county community.
- We are participating in community wide activities such as Homeless Connect, Relay for Life, Children's Fair and Latino Outreach.
- Junior Mints continues to provide us w/ activities and inspire us w/ their positive efforts to make TCDSS a great work environment.
- We partner w/ our clients and community to assist and empower in successful outcomes that benefit children and families.
- Appreciation of Administrative/Support Staff, Social Workers and Foster Parents is high on our list this spring as well!

As always, thank you for everything you do each day and for making TCDSS a top notch place to work!

*Charlene*



**Charlene Reid, MSW  
Director**

**“The primary mission of the social work profession is to enhance human well-being and help meet the basic human needs of all people, with particular attention to the needs and empowerment of people who are vulnerable, oppressed, and living in poverty.”**

**—NASW Code of Ethics**

**Assist. Empower. Protect.**

## TCDSS Committee Spotlight—The Junior Mints Story

By Lisa Matheson

Once upon a time, the year was actually 1999, a group was formed for the purpose of planning fun events for all staff members who wished to participate. One of the planners of this new group was a fan of candy and the group was dubbed “The Junior Mints”.

The Junior Mints meet every month or two to plan fun activities. Past events include the annual Round-Up BBQ, St Patrick’s Day- wear green and basket raffle, salsa contest, spring fling salad lunch, soda bop, dessert silent auction, hot chocolate and goodie day. The Junior Mints collect money for events via donations from staff and fund raisers throughout the year, such as the dessert silent auction and 50/50 drawings. This money helps fund events such as the fiddlers during the Round Up BBQ, purchasing the soda and ice cream for the soda bop, prizes for different contests and the decorations that are used in the kitchen. The Junior Mints often donate some of the money raised to the Employee Fund.

The Junior Mints is made up of representatives from each division (including the Corning office) and any others who wish to participate. If you would like to join The Junior Mints, please check with your supervisor and let a Junior Mint know. You can talk to one of us in person or send an e-mail to “Group Junior Mints”. Current members: **Debbie Warren, Janice Meehan, Jean Royer, John Casey, Lawrie Salvestrin, Lisa Knox, Lisa Matheson, Marie Thompson, Marsha Smith, Melissa McKenna, Michelle Banuelos, Nicole Donato and Viola Lucero.**

The “Junior Mints”



Pictured above left to right: Lawrie Salvestrin, Janice Meehan, Viola Lucero, John Casey, Debbie Warren, , Michelle Banuelos, Lisa Matheson, and Nicole Donato.

## TCDSS Fitness and Fun



Left to right: Diane Casey, Kerry Fitzgerald, Denise Irwin, Lisa Matheson, Dan Camara, and Shelley Zimmerman

For fitness and fun, this group of TCDSS employees began a run/walk program in Oct. They met once a week to run together, culminating in a 5K (3.1 miles) on Jan 16<sup>th</sup> at the Sundial Bridge, held as part of the Redding Marathon. Congratulations Denise! Winning 3<sup>rd</sup> place in her age group. Not pictured is Mike Baldwin who plans to run the Bidwell Classic Half-Marathon on Mar 5<sup>th</sup>. This group’s next goal is the 3 mile, Mar 5<sup>th</sup> John Frank Memorial run in Redding. Anyone interested in joining, can contact anyone in the group.

## Child Welfare Client Success Story—Partnerships In Action

By Camilla Delsid (Our Partner and Director of North Valley Catholic Social Services (NVCSS))

A client who has been going through the Teaching Individualized Parenting Skills (TIPS) program at North Valley Catholic Social Services (NVCSS) since August 2010 has finished her Nurturing Parenting lessons and will take her Adult Adolescent Parenting Inventory – Version 2 (AAPI2) very soon. She has completed the program with a conscientious and deliberate attitude.

There have been some bumps in the road in the past few months. She has experienced problems with her significant other, a car accident, two medical problems, and numerous serious problems at her work. She has faced these with courage, resilience and a few tears. This client has taken the Nurturing Parenting lessons about respect, problem solving and empathy and applied them to her life. She strives to remain loving and caring to her children. She has had family meetings, uses redirection, problem solving, choices and consequences. As the result of the parent education, she has said that she will not be compelled to go back to her old method of discipline of using physical means, such as – spanking.

This client reports that the family spends more time together laughing and playing. More hugging, smiles and positive behavior can be observed. She says that they are more loving and happy.

This is a great example of one of the many partnerships that Child Welfare Services has developed with local agencies to improve the lives and successes of children and adults in Tehama County.

## VITA—A Great Program For Our Community

By Mike Baldwin, Nancy Overall, and Mandy Sharp

You may not know this, but this is the third year that the Community Action Agency (CAA) has run the Volunteer Income Tax Assistance (VITA) program. We started very small and have grown every year.

The VITA program is a free tax preparation service for families or individuals earning \$49,000 Adjusted Gross Income (AGI) or less for the tax year. This IRS-supported program is often funded through grants designed to improve the completion rate of federal tax returns. There are many rules regarding who must and who doesn't have to file taxes. There are times when a person isn't required to file a return but **should** because they qualify for a refund even when they do not owe any tax. We focus on making sure that clients receive all the credits they qualify for to get the largest refund possible. It's an awesome feeling when we see one of our clients leave our site knowing that within 7 - 10 days they will receive a refund that allows them to pay off their car, buy a car or pay down their debt.

In 2009, the program started with 3 certified volunteers

who completed 14 tax returns. Although that is a small number, it was a good start. In 2010, the program grew. We completed training with 9 volunteers and 7 were certified to prepare taxes. The partnership between Employment Services and CAA allowed 3 CalWORKs volunteers to go through the IRS certification training, 2 of which assisted in preparing taxes. Through the tremendous efforts of the CAA staff and the volunteers the number of completed tax returns grew to 67 for the tax year bringing thousands of dollars of revenue to our community through tax refunds and EITC. This year we provided training to 20 volunteers increasing our volunteers by 200% over last year. Shasta College provided training room space at no cost for the second year running. We have 15 volunteers certified at several levels and they are excited to give to our community. One of the most exciting parts of this year's volunteer core is that we have had great success from our CalWORKs Program sending us 3 applicants who have already been a tremendous support to VITA. We

opened our tax prep season on February 1, 2011, and on the first day alone, we have already completed 16 returns resulting in over \$30,000 in refunds to our clients. We are also projecting that we will double the total number of returns completed this year. Although we are just getting started, we have almost 60 appointments scheduled. Taxes are prepared by appointment at TCDSS in Red Bluff as well as at NVCSS Family Resource Centers and other locations in the county.

This is going to be a great year. Through the VITA program we expect to bring hundreds of thousands of dollars to our clients and to our community which in turn helps our economy.

**Help us spread the word.**



## Calendar

### March

#### Social Worker Appreciation Month

- 10 Bake Sale—Relay for Life
- 12 Parent's Conference
- 14 Employee Fund Drawing
- 17 Jr. Mints Basket Drawing
- 22- Relay for Life Silent
- 24 Auction
- 30 HOMELESS CONNECT Fairgrounds

### April

#### Child Abuse Prevention Month

- 13 Round-Up BBQ (Sponsored by Admin and Jr. Mints)
- 27 Administrative Professional/Support Staff Day
- 30 CHILDREN'S FAIR Fairgrounds

### May

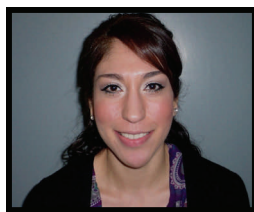
#### Foster Parent Appreciation Month

- 7 LATINO OUTREACH EVENT

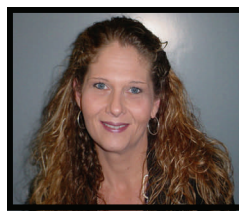
## Meet Our New Staff for January/February



Staci Adams  
Account Clerk Supervisor



Christina Perez  
Social Services Aide—Bilingual



Loraine Spence  
Social Worker III—Extra Help

Congratulations to **Marsha Smith** on her promotion to Eligibility Worker III and **Melissa McKenna** to full-time Social Worker!

**Welcome to all!**

## Division News

### Adult Services

Adult Services is receiving a new computer system; CMIPS II is coming in 2011/2012.

We started preparing for CMIPS II in August 2009 by identifying errors and correcting them each month to avoid cases failing in the conversion process. Over 2,500 errors have already been corrected and we will continue to work on errors until they are all resolved.

With CMIPS II, comes a halt to IHSS Providers dropping off their time cards at DSS. We will no longer process their time cards. All counties with CMIPS II will send their time cards to a centralized location in Chico. There, they will scan the cards and provide us with an image for viewing.

### Assistance Programs

If you've recently heard scuttlebutt regarding the Food Stamp Program (now named CalFresh) it may be true. Effective February 1, 2011, Eligibility Workers no longer need to act on those households which exceeded the maximum resource limits (like bank accounts, retirement accounts, etc.). They now only look at income limits for the household. This includes the elderly and disabled.

In order to access CalFresh, the Eligibility Worker now needs only to make sure all households are eligible to a Temporary Assistance for Needy Families (TANF) funded service. We do that by making sure that each household receives a PUB 275, the Family Planning flyer, as required by law. The State is hopeful that this will enable us to reach those individuals that may be over in resources but still lack the income to buy healthy foods. <http://www.dss.cahwnet.gov/cdssweb/entres/forms/English/PUB275Eng.pdf>



Newsletter Feedback Survey: <http://www.surveymonkey.com/s/PCM8F3K>

### Child Welfare Services

On February 9, 2011 CPS Social Worker's and staff from the Tehama Interagency Drug Enforcement (TIDE) team attended a training on Drug Endangered Children (DEC). The training was eye opening for many workers as a good DEC team benefits children in more ways that CPS and Law Enforcement alone does.

As a result of the training CPS is considering changes to how we interact with TIDE on DEC cases and on referrals that come into the agency. We look forward to developing a collaborative relationship with Law Enforcement and developing a more active role within the DEC program.

### Community Action Agency/ Employment Services

The Work Opportunity Tax Credit (WOTC) is a hiring tax credit for employers as an incentive to hire new employees! It could earn an employer up to \$9,000.00 as a tax credit, and the employee only needs to qualify in one of the nine categories! All CalWORKs clients automatically qualify. There is no risk for applying even if the employer is not sure the new employee qualifies. The employer must complete two forms within 28 days of the date of hire, which can be found at: [www.edd.ca.gov/WOTC](http://www.edd.ca.gov/WOTC). This is a great enticement to encourage employers to hire the people we serve, and help them move toward self-sufficiency!

### Fiscal and Clerical Division

Accounting welcomes **Staci Adams**, Account Clerk Supervisor. New to Social Services, she comes to us after teaching junior high business classes (for 12 years!), as well as experience in banking and bookkeeping. Staci will supervise **Nicki Carper, Teri Dean, Mary Hagen, Annette Hudson, and Viola Lucero**. Staci's primary duties will include tracking anticipated and received revenue for the agency - **Ellen Jones** tracks the expenditure side. Staci will also provide fiscal support to the Community Action Agency.



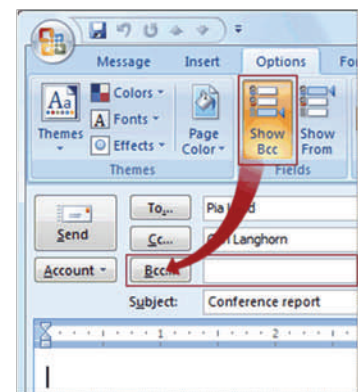
## Computer Tip— "Reply All" Gone Wild

By Linda McNeil

*Help curb a conversation that has gone wild Here is one situation in which using Bcc for a distribution list or a large number of names can be helpful.*

Suppose you send a message with a large number of people listed in the To box. The discussion starts to get lively, and everyone wants to give an opinion. The number of messages increases drastically because many recipients reply with the sentiment "please stop replying all to this message." The problem is that when they do this, they click Reply to All. One way to curb the use of the Reply to All option is to respond and put the name of the distribution list in the Bcc box. For example, you can click Reply, put only your name in the To box, move the distribution list to the Bcc box, and write a message similar to the following:

*"I appreciate peoples' thoughts on this issue. If you have further comments, please respond to me directly. (I have put this distribution list in the Bcc box to cut down on the reply-to-all messages.)"*



To show Bcc, click on new message, on the **Message Options** tab, in the **Fields** group, click **Show Bcc**.