



TCDSS by the numbers for Aug./ Sept. 2011:

- 12,160 Lobby walk-ins
- 1,476 New assistance applications-all divisions
- 330 Child Welfare referrals
- 104 Adult Services referrals

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TCDSS The Social Network

November - December 2011 Special Issue

From the desk of the Director



Charlene Reid, MSW
Director

Dear Staff, Partners, and Community,

As we move into this beautiful fall and head towards the holiday season, I find I am increasingly introspective and thoughtful in regards to our work here at TCDSS.

Our work keeps us very focused and busy, striving to meet the needs of our customers and the community. I believe one of the most important aspects of our work as we move forward is to demonstrate respect and empathy for each person we interact with and serve. It is the key to excellent customer service. I also believe it is the key to having a great and satisfying place to work. The best work environment is where we treat each other well, communicating tolerance, acceptance and respect for our basic humanity. Empathy is the great equalizer-when you truly put yourself in the others shoes. I feel it is important to take personal responsibility for our own happiness and trying our best to model to others how we wish to be treated at work and in life.

I want to thank you for your dedication and caring that you invest in the important work and mission of our agency. You make it possible for me to say that we indeed **"assist ,empower and protect"** the people of Tehama County.



Assist. Empower. Protect.



Jedediah Jenkins - A Story of Success

Below is an article from The Corning Observer about a foster youth and an update from his social worker. It's a heart warming story and shows how it takes TCDSS and our 'village' of community partners to help raise successful foster youth.

**From the Corning Observer (re-printed with permission)
A Youthful Look: Teen overcomes adversity through music
Printed on Apr 9 2011**

Jennifer Crane

One of the most well known aphorisms of our time may be "adversity only makes us stronger."

This is true in famous musicians such as Beethoven, who was a musical genius aside from the fact that he was completely deaf. He overcame this adversity though by continuing to conduct, compose and perform.

Instead of giving up and losing all hope, Beethoven used this situational irony to his advantage. He overcame this challenge and continued to aspire to his true potential.

Modern day musicians are not exempt from adversities as severe as Beethoven's.

Jedediah Jenkins is a 17-year-old junior at Corning High School. He may seem like your average student — but do not be fooled.

On August 16, 2009, his father died from a heart attack. Jenkins was devastated since he and his father had been extremely close. He went into foster care and has lived in eight homes. But instead of dwelling on this unjust twist of fate, it inspired him to completely dive into his music.

In a six-month period, he taught himself how to play guitar, and since his father's death constantly wrote down lyrics, poetry and short stories.

Jenkins' music was something to cling onto to help him through it all.

"It was the only way to say what I wanted to say in a way that I wouldn't be judged for," Jenkins said. "My father's death has made me different for the better."

Jenkins plays the guitar, drums, sings and he is an aspiring pianist. He writes all of his own songs and is very passionate about his music.

"My friends became my family, they helped me through it all. I would like to thank Juan Vadillo, Rebecca Calahaun, J.C. Pentigraph, Michael Langevin and my mother," Jenkins said. "They have been my biggest support in me becoming the musical person that I am now."

Regarding his future plans, Jenkins said he can't see himself doing anything else in life.

Like Beethoven, Jenkins overcame his own adversity. Instead of focusing on the negative aspect of his situation, he used it in a positive way. He uses his music to make people stop, listen and contemplate their own situations.

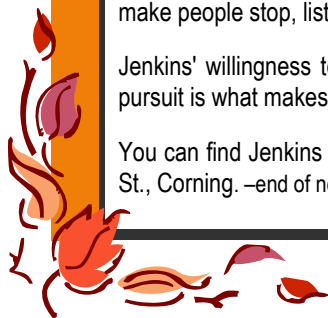
Jenkins' willingness to try and make the best of his situation through his musical pursuit is what makes him this weeks local hero!

You can find Jenkins performing on Friday at the local House of Brews, 615 Fourth St., Corning. —end of newspaper article—

**An Update from Jed's Social Worker -
Michael Peter Langevin, MSW, Social
Worker IV**

Soon after becoming Jedediah Jenkins' social worker, we traveled to Southern California together to visit his mother in prison. On the trip he shared some of his poetry and songs. They were beyond moving. Once back to TCDSS, I explained how Jed was doing his own therapy through writing his songs and his poetry. Jed had expressed a desire for a guitar. Tehama County Dept of Social Services saw fit to purchase Jed his first guitar, and he taught himself to play. Soon, he was performing, occasionally at the Soda Shop in Orland, and now regularly at the House of Brews in Corning. I went one night with my wife to see Jed perform. The Principal of Corning High was there and spoke of what a good influence Jed had become at school. Jed is a Senior, now. There was a packed house and Jed worked the audience like a master. He brought down the house. My wife was even impressed. I could not have been prouder of a foster boy, who had been moved to eight different foster homes, after finding his father dead a year ago.

This summer Jed, with the help of the Independent Living Program, was placed into the Transitional Housing Placement Program, and moved into his own apartment with a friend. He stated: "Sure is good to know I am going to live in my own place for at least a year." In August the Wraparound program was generous in buying Jed a new iMac computer, on which he is expanding his repertoire of songs and music along with other electronic accoutrements and enhancements, and a quality amplifier to perform his new music. Jed still performs at the House of Brews. He plans on performing at Chico's Open Mike this month. Who knows what stages will host our boy wonder after that! It almost doesn't matter, because, in spite the odds, and with Tehama County Social Services' help Jed is a healthy contributing member of our society who wants to help others less fortunate than himself; with his music or however he can. Jed says be watchful for the CD of his music, he hopes to have it available by this winter! Way to go Jed!



CUSTOMER SERVICE COMMITTEE



The members of the customer service committee have always been a very active group at Social Services. At present our members consist of representatives from Eligibility: Kelly Dennis, Janet Zepeda, Sarah Hoss, Shala Wade, Marilyn Stackhouse and Phyllis Lang; from Employment Services: Nancy Overall and Sandra Parker; from Clerical: Dianne Ward; from Accounting: Ellen Jones and finally, two ad hoc members Lauri Dilworth from APS and Jean Royer from CPS.

Our mission is to promote excellent customer service to our client customers and our co-worker customers. Any project that we would like to initiate to enhance our mission is outlined and discussed with Administration. At times, Administration requests that we work on a project and then we put on our thinking caps to come up with the best way to accomplish it.

This year we have completed several different types of surveys to assess the department's service. One involved our outside partners. Next, we surveyed our client customers and finally, ourselves. Areas of concern are determined and solutions presented. At present, divisions are working through the results from their division survey and managers will present to administration for workable solutions. Customer Service has put together a "World Tour" with nonsensical destination names for our new employees. Our trial run went well. We will now be putting together specific tour destinations for individuals wishing to job shadow a specific area. We have also received many requests for an office-wide foreign exchange project.

If you would like to join us, we meet the first and third Thursdays at one in the Cedar Room. We appreciate a variety of input and we do have fun! If you cannot come to the meeting and have ideas please contact us at our group email address - Group Customer Service, CustomerService@tcdss.org.

-Your Customer Service Committee

Calendar of Events

November

National Adoptions Month

3rd- Career Day

11th - Veterans Day

16th - Fall Basket Drawing - Jr. Mints

24th - Thanksgiving

25th - Holiday

December

8th - Admin Pancake Breakfast

19th - CandyGram - Social Butterflies

25th - Christmas

26th - Holiday Observed

January

1st - New Year

2nd - Holiday Observed

16th - Martin Luther King Day

TBA - Hot Chocolate - Jr. Mints



Customer Service Committee: Pictured from top left: Dianne Ward, Nancy Overall, Shala Wade, Jean Royer, Janet Zepeda. Bottom left: Marilyn Stackhouse, Sandra Parker, and Sarah Hoss. Not pictured: Kelly Dennis, Phyllis Lang, Ellen Jones, Lauri Dilworth



TCDSS EMPLOYEES AFTER WORK ACTIVITIES- GIVING BACK AND INVOLVED IN OUR COMMUNITY

Even when Tehama County Department of Social Services employees are off duty, we still care and support our community. We have employees who walk on Relay for Life teams and raise money during the year for cancer research, we support a community giving tree for Christmas, we collect personal items for Recycle the Warmth, and we support a holiday canned food drive, just to name a few. Here are some highlights from some of our most recent activities.

Alternatives to Violence held their annual fundraiser, Trivia Night, on October 22, 2011. Trivia Night is a fun event where the participants “buy” a table for eight costing \$100 (\$12.50 per participant). Each table chooses a theme to decorate their table and they dress up to match their theme. Some of the table themes this year were the “Social Greeks”, the “Wise Owls” and the “Athletic Supporters”. Each team competes with the other tables in a trivia game where different categories of questions are read while each team confers on the answers. There are raffle prizes and a silent auction for donated baskets.

Social Services was represented at seven of the twenty tables. The “Social Greeks”, consisting of Carol Backus, Christie Dean, Melissa Heffley, Martha Pulizzano, Wendy Richards, Sarah Hoss, Laura Marquez, and Janet Zepeda, won for best decoration. The winners of the trivia game were our own Sharon and Roe Roberts, Steve and Tahnee Dickerson, Sylvia Duran and Joe Wilson, and Rick and Michael Brown of the “Make Love not War” table!

During this year’s 2011 Tehama County District Fair in September, our employees showed their talents with the following wins:

- Brinda Boe received a 3rd place in Halter Pony Mares, and 5th place in Showmanship Open, both with her Quarter Pony Mare, Awesome Annie Tucker
- Sharon Roberts received a 1st place ribbon for a pair of black linen pants, a 2nd place ribbon on a white linen blouse, and a 3rd place ribbon for a quilt/wall-hanging with embroidered leaves
- Steven Dickerson received a 1st place ribbon for his 3 Berry Jam
- Sue Schild received six 1st place ribbons, four 2nd place ribbons, and one 3rd place ribbon for her photography
- Tomas Loarca received a \$1000.00 cash prize for winning the Corn Dog Eating Contest. ! He is pictured here in the Superman Shirt, downing corn dogs! He downed 15 in 7 minutes for the win!



TURKEY TRIVIA!

1. What great American Statesman lobbied to make the turkey the national symbol?
A. Benjamin Franklin B. Thomas Jefferson C. John Adams D. Andrew Jackson
2. How many feathers does the average turkey have?
A. 1500 B. 2000 C. 3500 D. 5000
3. How fast can a turkey run? (in mph)
A. 5 B. 15 C. 25 D. 45
3. What county eats the most turkey per year?
A. United States B. Israel C. Spain D. United Kingdom

ANSWERS ARE AVAILABLE AFTER YOU COMPLETE THE SURVEY
[click here for survey](#)



Division News

Community Action Agency/ Employment Services

Transitional Opportunities (TOPS) Clerical Crew

The TOPS Clerical Crew is stationed here at TCDSS and is available to assist the agency with making copies, taking inventory and assembling packets and applications, preparing mail, and other clerical related tasks. This is a work experience activity that helps Welfare-to-Work participants learn organizational, communication and other work related skills, and also helps them meet their required CalWORKs participation hours. This Crew is available to support the agency, and requests for their services can be made using the TOPS Clerical Work Request form located on the shared network (P drive), and submitted to Elisa Morgan. The form will also be sent out to All Staff once the November newsletter has been published.

Assistance Programs

The 2011 unemployment rate in California stands at 11.4% with Tehama County at 14.4%; families are feeling the pain, and we see that as Eligibility caseloads increase. In 2007 the unemployment rate stood at 5.4% for California and 6.5% for Tehama County. As the charts to the side and below indicate the Cash Aid caseload in 2007 was approximately 174 cases per worker compared to 215 cases in 2011; CalFresh cases have risen 40% and Medi-Cal for individuals 22%; almost everything across the board has risen.

Year	2007	2011	% of growth
Cash Aid Cases California	456,001	597,723	23.71%
Cash Aid Cases Tehama Co	1,219	1,508	19.16%
CalFresh Cases California	846,440	1,683,764	49.73%
CalFresh Cases Tehama Co	2,311	3,910	40.90%
MediCal Individuals California	6,534,983	7,536,714	13.29%
MediCal Individuals Tehama Co	14,017	17,962	21.96%

When will we see a change? UCLA economic forecast released in September noted: "The economy will remain particularly sluggish in inland California areas, with high unemployment expected to extend into 2017."

1. Part of this increase may be attributed to resources no longer counting in CalFresh.

Fiscal, Clerical, System Support

REALIGNMENT 2011

Realignment is a shift of money and responsibility, from State to County. Rather than the State sending General Fund money to counties, each county will receive a percentage of 1.0625% of redirected sales tax, and a portion of Vehicle License Fee revenue. With this, counties are responsible to fund specific public safety programs in Social Services, Mental Health, Sheriff, Jail, Probation, DA and Court services. For TCDSS this means we will not receive a State allocation/funding for Child Welfare and Adult Protective Services administration, and foster care and adoption assistance. Last year, State allocations/funding totaled about \$1.6m and \$2.6m, respectively. This year, the State forecasts \$4.7m from sales tax, aka Realignment, to TCDSS.

We are still learning about Realignment. CWDA and other meetings provide counties opportunities for Q&A and information sharing. Over the year, we will compare Realignment revenue to expenses and to prior allocations. We will work to change and implement new accounting and reporting processes.

A concern is that sales tax revenue goes up/down with consumer spending, so each month will vary – Making it difficult to project what we will actually receive.

Year	2007	2011	% of growth
Population California	37,771,431	37,253,956	-1.39%
Population Tehama Co	62,093	63,463	2.16%



Division News - continued

Adult Services

What is MDT (Multidisciplinary Team)

Multidisciplinary teams are groups of professionals from diverse agencies in our community who come together to provide assessment and consultation on at-risk cases. They can promote coordination between agencies; provide a "checks and balances" mechanism to ensure that the interests and rights of all concerned parties are addressed; and identify service gaps and breakdowns in coordination or communication between agencies or individuals.

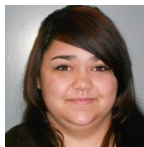
Typically represented -Adult Protective Services, Public Guardian, St. Elizabeth Hospital, Passages, T.C. Mental Health, and T.C. Public Health. Others that join the teams include law enforcement, physicians, emergency responders, domestic violence advocates, substance abuse specialists, concerned family members or neighbors and clergy, to name a few.

MDT's review cases in which prior interventions have proven unsuccessful or cases in which multiple agencies are involved and there is a lack of clarity regarding each agency's role. Together we try to find the best solution for the at-risk adult.

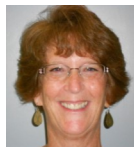
Child Welfare Services

Building Community Partnerships (BCP) begins its' work with Rancho Tehama. The first official meeting was held on October 20, 2011, with Rancho Tehama residents. About 15 residents attended the first meeting. Residents were excited about developing programs in their community. Some concerns noted were transportation, lack of community programs, and not knowing neighbors. They have a lot of strengths and a large community that may be available to volunteer. Ideas included TRAX petition, soccer classes, murals, a community dance party, drama class, eligibility/government out reach, writing class, multi-cultural nights, and a skate park. It was refreshing to see the excitement of these concerned citizens. They have been yearning for something like this to happen in their community. BCP has a goal to help build relationships between neighbors, communities, and agencies. BCP is open to ideas, donations, and volunteer opportunities. For inquires contact any BCP member.

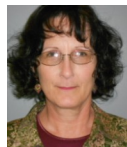
Meet Our New Staff for September, October, & November 2011



Arlene Casteel
OA I Extra Help



Colleen Davis
Social Worker Supervisor
Adult Services



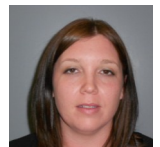
Anne Ferry
Eligibility Worker I



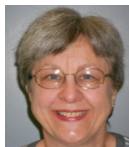
Jennifer Hall
Eligibility Worker I



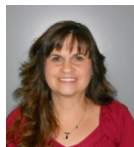
Karina Leal
Eligibility Worker I



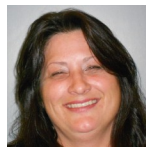
Heather Lockett
Eligibility Worker I



Karen Manning
OA I Extra Help



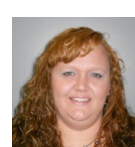
Diane Martin
Eligibility Worker I



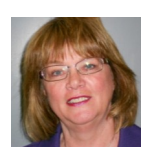
Lynda McMath
OA I Extra Help



Tabetha O'Quinn
CAA Extra Help



Nancy Porter
Eligibility Worker I



Janet Ugale
OA I Extra Help

PROMOTIONS

- * Shelley Zimmerman was promoted to Senior Staff Services Analyst
 - * Melissa Heffley was promoted to Eligibility Supervisor
- CONGRATULATIONS!**

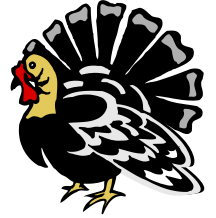
Newsletter Feedback Survey: <http://www.surveymonkey.com/s/KZ858XD>



LET'S TALK TURKEY

A CONSUMER GUIDE TO SAFELY ROASTING A TURKEY

This is the time of year we start thinking about turkey. The Federal Government has a website dedicated to help you decide whether you want a fresh or frozen turkey, help you choose which thawing method to use, and even how to stuff and cook your turkey. We share some of the information with you here. You can find this and more at http://www.fsis.usda.gov/factsheets/lets_talk_turkey/index.asp



CHOOSING BETWEEN FRESH AND FROZEN TURKEYS

Fresh Turkeys

- Allow 1 pound of turkey per person.
- Buy your turkey only 1 to 2 days before you plan to cook it.
- Keep it stored in the refrigerator until you're ready to cook it. Place it on a tray or in a pan to catch any juices that may leak.

Do not buy fresh pre-stuffed turkeys.

Frozen Turkeys

- Allow 1 pound of turkey per person.
- Keep frozen until you're ready to thaw it.
- Turkeys can be kept frozen in the freezer indefinitely; however, cook within 1 year for best quality.
- See "Thawing Your Turkey" for thawing instructions.

THAWING YOUR TURKEY

There are three ways to thaw your turkey safely — in the refrigerator, in cold water, or in the microwave oven.

In the Refrigerator

**In the Refrigerator (40 °F or below)
Allow approximately 24 hours for every 4 to 5 pounds**

4 to 12 pounds	1 to 3 days
12 to 16 pounds	3 to 4 days
16 to 20 pounds	4 to 5 days
20 to 24 pounds	5 to 6 days

Keep the turkey in its original wrapper. Place it on a tray or in a pan to catch any juices that may leak. A thawed turkey can remain in the refrigerator for 1 to 2 days. If necessary, a turkey that has been properly thawed in the refrigerator may be refrozen.

In Cold Water

**In Cold Water
Allow approximately 30 minutes per pound**

4 to 12 pounds	2 to 6 hours
12 to 16 pounds	6 to 8 hours
16 to 20 pounds	8 to 10 hours
20 to 24 pounds	10 to 12 hours

Wrap your turkey securely, making sure the water is not able to leak through the wrapping. Submerge your wrapped turkey in cold tap water. Change the water every 30 minutes. Cook the turkey immediately after it is thawed. Do not refreeze.

In the Microwave Oven

- Check your owner's manual for the size turkey that will fit in your microwave oven, the minutes per pound and power level to use for thawing.
- Remove all outside wrapping.
- Place on a microwave-safe dish to catch any juices that may leak.
- Cook your turkey immediately. Do not refreeze or refrigerate your turkey after thawing in the microwave oven.

REMINDER: Remove the giblets from the turkey cavities after thawing. Cook separately.

REMEMBER! Always wash hands, utensils, the sink, and anything else that comes in contact with raw turkey and its juices with soap and water.





LET'S TALK TURKEY A CONSUMER GUIDE TO SAFELY ROASTING A TURKEY CONTINUED

ROASTING YOUR TURKEY

- Set your oven temperature no lower than 325 °F.
- Place your turkey or turkey breast on a rack in a shallow roasting pan.
- For optimum safety, stuffing a turkey is not recommended. For more even cooking, it is recommended you cook your stuffing outside the bird in a casserole. Use a food thermometer to check the internal temperature of the stuffing. The stuffing must reach a safe minimum internal temperature of 165 °F.
- If you choose to stuff your turkey, the ingredients can be prepared ahead of time; however, keep wet and dry ingredients separate. Chill all of the wet ingredients (butter/margarine, cooked celery and onions, broth, etc.). Mix wet and dry ingredients just before filling the turkey cavities. Fill the cavities loosely. Cook the turkey immediately. Use a food thermometer to make sure the center of the stuffing reaches a safe minimum internal temperature of 165 °F.
- A whole turkey is safe when cooked to a minimum internal temperature of 165 °F as measured with a food thermometer. Check the internal temperature in the innermost part of the thigh and wing and the thickest part of the breast. For reasons of personal preference, consumers may choose to cook turkey to higher temperatures.
- If your turkey has a "pop-up" temperature indicator, it is recommended that you also check the internal temperature of the turkey in the innermost part of the thigh and wing and the thickest part of the breast with a food thermometer. The minimum internal temperature should reach 165 °F for safety.
- For quality, let the turkey stand for 20 minutes before carving to allow juices to set. The turkey will carve more easily.
- Remove all stuffing from the turkey cavities.

Unstuffed

4 to 8 pounds (breast)	1½ to 3¼ hours
8 to 12 pounds	2¾ to 3 hours
12 to 14 pounds	3 to 3¾ hours
14 to 18 pounds	3¾ to 4¼ hours
18 to 20 pounds	4¼ to 4½ hours
20 to 24 pounds	4½ to 5 hours

Stuffed

4 to 6 pounds (breast)	Not usually applicable
6 to 8 pounds (breast)	2½ to 3½ hours
8 to 12 pounds	3 to 3½ hours
12 to 14 pounds	3½ to 4 hours
14 to 18 pounds	4 to 4¼ hours
18 to 20 pounds	4¼ to 4¾ hours
20 to 24 pounds	4¾ to 5¼ hours

These times are approximate. Always use a food thermometer to check the internal temperature of your turkey and stuffing. It is safe to cook a turkey from the frozen state. The cooking time will take **at least 50 percent longer** than recommended for a fully thawed turkey. Remember to remove the giblet packages during the cooking time.

COOKING TIPS

- Tuck wing tips under the shoulders of the bird for more even cooking. This is referred to as "akimbo."
- Add ½ cup of water to the bottom of the pan.
- If your roasting pan does not have a lid, you may place a tent of heavy-duty aluminum foil over the turkey for the first 1 to 1 ½ hours. This allows for maximum heat circulation, keeps the turkey moist, and reduces oven splatter. To prevent overbrowning, foil may also be placed over the turkey after it reaches the desired color.
- If using an oven-proof food thermometer, place it in the turkey at the start of the cooking cycle. It will allow you to check the internal temperature of the turkey while it is cooking. For turkey breasts, place thermometer in the thickest part. For whole turkeys, place in the thickest part of the inner thigh. Once the thigh has reached 165 °F, check the wing and the thickest part of the breast to ensure the turkey has reached a safe minimum internal temperature of 165 °F throughout the product.
- If using an oven cooking bag, follow the manufacturer's guidelines on the package.

For information on other methods for cooking a turkey, call the USDA Meat and Poultry Hotline 1-888-MPHotline (1-888-674-6854) www.fsis.usda.gov

