



TCDSS

The Social Network

TCDSS by the numbers for June/July 2011:

- 1279 Lobby walk-ins
- 2929 New Assistance applications
- 285 Child Welfare referrals
- 223 Adult Services referrals

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September-October 2011

From the desk of the Director

Dear Staff, Friends, and Partners:

I want to thank all of the Divisions for the information and success stories that have been submitted to the newsletter- we are doing great work here at TCDSS and TCCAA!

From my view as the Director, there are a number of critical areas that I am monitoring and working on right now . These are issues that will unfold in the weeks, months and years to come.



Charlene Reid, MSW
Director

The budget, of course, is critical. At the State level, there is work that is being done on what is called Realignment. Specifically, we are a part of the Public Safety Realignment which includes County Law enforcement , Child Welfare (CPS,Foster Care and Adoptions) and Adult Protective Services. Much of these discussions center around how to establish amounts of funding available and how much is needed by counties to operate our programs.

The next critical area is in regards to AB 109, which is the bill that passed to implement the release of Prisoners from State prisons to County responsibility. Starting October 1st, next week, California counties will be responsible to supervise and incarcerate this population, which is being called the "Non,Non Nons"- the Non-violent offenders, Non-serious offenders and Non-sex offenders. This population will primarily be people who are in need of the entire array of services we provide, as well as other County Department services, such as the Probation Department and Health Agency. I expect caseload increases and likely additional unknown impacts.. I am working on a local Community taskforce to work with this population and reform our system to deal with this change in responsibility from the State to the County.

As these issues progress, I will be asking assistance in planning, development and problem solving from some of you, as experts in the field. Also, I want to hear from you as you see changes, issues and problems that are happening on the ground-please filter this information up to your supervisors, managers and administration. Thank you so much for all you do every day

Charlene

Assist. Empower. Protect.

TEHAMA COUNTY BUILDING COMMUNITY PARTNERSHIPS EXPANDS TO RED BLUFF

A partnership between BCP and Brickyard developed with a goal to develop the complex's community relationships and programs in order to meet the needs of residents. Brickyard's manager, Ms. Kristina James, possesses a strong enthusiasm for her residents and had developed a Sunday community church meeting with karate classes. To kick things off, Brickyard hosted a Christmas dinner and invited BCP to introduce the program. Subsequently, several needs assessment meetings were held between BCP and tenants. Tenants wanted to develop art, dance, and couponing classes. They also wanted to implement a lunch, community garden, and soccer program.

BCP introduced community members to the complex by inviting organizations such as PAL, Young Marines, and Drug and Alcohol to resident meetings. Tenants were able to implement with Keith Burnett (Tehama County Drug and Alcohol) a Nurturing Parenting class course at Brickyard. Classes were open to tenants and the community. Brickyard developed a community garden with donations sought out from the community.

Brickyard formed a neighborhood watch committee and set up resident patrols at the most risky times. The complex installed security cameras; this coming together of residents developed a stronger sense of community.

Brickyard and a volunteer from the community developed a weekly senior lunch program. Currently residents cook and serve meals to all Brickyard residents, seniors, and children. The lunch program provides drop off service to residents who are home bound. This is Brickyard's strongest program to date. They have also provided rides for seniors to appointments. A small community pantry was designed for residents to gather simple groceries to help out during tough times.

A soccer class was created at the neighborhood school; it was in existence for seven weeks, however due to attendance and other commitments this activity was put on hold.

To help rally additional resident involvement BCP went to over 100 apartments. Residents were personally invited or left with an invite to attend a barbeque. A donated Anti-Hero Skateboard, value \$150, was raffled. About twenty five people attended. BCP was able to meet more individuals and spread the word about community programs. Residents networked and gave their ideas to help the complex. It was suggested for Brickyard to get a basketball hoop. BCP worked with the community to get a movable basketball hoop.

BCP was able to locate backpacks and new school supplies for children who were in need of the educational supplies. Ms. James stated "wish you could have seen the smiles on their faces, made me want to cry; the feeling in the apartment has changed. The area has cleaned up a lot. We are working hard to change the reputation and have made a lot of progress." Ms. James continues to express her gratitude and continues to make improvements at the Brickyard.

It is very exciting to see the community come alive and buzz with excitement. The manager continues to implement programs on her own, which include extreme couponing, with Latasha Marston. Brickyard has developed tools so it can continue to foster relationships and rely upon residents to support each other. An additional bonus to this is that applications for new renters are pouring in.

BCP is now exploring ways to bring our contacts and what we have learned to Rancho Tehama.



Pictured left to right, front to back: Patty Robinson, Kristina James, Louise Lawson, Tomas Loarca, Michael Langevin, Richard Phillips.

Not pictured: Gail Kaiser

TCDSS EMPLOYEES SPONSOR BASKETS FOR THE TEHAMA COUNTY MENTORING PROGRAM

Picnic items for a sunny, relaxing day at the park or an evening of summer fun... candles and wine for a romantic date night...a *delizioso* sampling of Italian cuisine...and toys and treats for your four-legged friends! These are just some of the goodies found in this year's Mentoring Baskets sponsored by employees here at Tehama County Social Services. The baskets were arranged with loving care, using donated items from employees, friends, and family, as well as north state businesses, such as Grocery Outlet, PetSmart, Rosser's Bakery, and True Value Hardware.

Each year, the money raised from raffle ticket sales for these baskets benefits The Tehama County Mentoring Program, a local non-profit dedicated to helping provide at-risk youth support and guidance through mentoring relationships. The drawing for these beautiful baskets will be held at the Red Bluff branch of Premier-West Bank sometime next week (date to be announced), and as of September first \$966 had been raised from ticket sales. Money raised from the sale of these baskets will help fund various projects within the Mentoring program, including one-on-

one mentoring, school-based mentoring, mentoring moms, and group mentoring.

Last year, 109 youth were successfully matched with mentors. There are currently 39 high school mentors volunteering at 12 different SERRF afterschool program sites throughout Tehama County. Special thanks go out to all the employees of TCDSS who helped to make this fundraiser a success!

The tally is in---the amazing raffle baskets made by Social Services in support of the Mentoring Program raised \$1,541! Congratulations to Carol Backus, winner of the Italian Basket.



TCDSS employees, Mentoring Program staff, and mentees with a big basket of "SUMMER FUN"

Calendar of Events

September

23rd - Autumn Begins

October

8th - Health Spree

10th - Columbus Day Holiday

12th - Dessert Silent Auction - Jr. Mints

29th - Bi-National Health Fair

November

National Adoptions Month

11th - Veterans Day

24th - Thanksgiving

For more information about the events listed in the calendar, please email info@tcdss.org.

A STORY OF SUCCESS

Adult Protective Services received a call from an elderly lady that lived way out of town who was concerned about the condition of her foot but didn't have transportation to the doctor. The Social Worker and the Public Health Nurse was sent out immediately and assessed the condition of the client's foot and transported her to the ER where she received antibiotics. The Social Worker did a follow-up visit and realized the client wasn't taking her medication properly. The PHN found her a doctor. The Social Service Aid

transported the client several times for treatment on her foot which could have been life threatening if left unattended. The client refused to contact her children who lived out of town because she didn't want to bother them. The Social Worker convinced her to allow contact. The client's children immediately made a visit to their mother and took her home where she is receiving excellent care and her foot is healing.



Division News

Adult Services

Resources Available from Adult Services

Did you know that Adult Services has a bulletin board in the lobby with information about local agencies that can help not just the elderly, but also disabled individuals? There are also many pamphlets displayed around the bulletin board, providing information to help those suffering from depression, help to quit smoking/alcohol, crime and the senior, and managing medications, just to name a few.

Adult Services also has a few fans left from 'The Fantastic Fan' giveaway, sponsored with TCDSS, Community Action Agency and The Home Depot if someone you know needs a fan to keep cool. Adult Services also has information available on durable medical equipment and home safety products to discuss with your doctor, that could help you and your family members live safely at home. If you or someone you know needs an eye exam or eye glasses, and they are not covered under Medicare, Medi-Cal, or other insurance, Adult Services has vouchers for a free eye exam and eye wear, contact Caroline Garcia at 528-4005. Adult Services – a good place to help a person find the right resource whatever the need may be!

Community Action Agency/ Employment Services

CalWORKs Employment Services, in partnership with the Job Training Center, will be administering a subsidized employment program starting October 1st. The new program called "Work Opportunity Tehama County" (WO-TC) will place Welfare to Work (WTW) participants individually with employers throughout the community for up to six months, and will give them an option to contribute to employee costs if they want to continue in the program for an additional three months. Employers choosing to hire these workers after the nine months will qualify for a hiring tax credit.

Tehama County Community Action Agency, partnering with CalWORKs Employment Services, begins their "The Weatherization Works (W²)" grant-funded program in October. It will consist of crews of WTW participants who are interested in learning weatherization and green technology job skills. Each participant will attend CleanTech certification training sponsored by Job Training Center grant funds. Once training is completed, the crews will work with a licensed contractor to weatherize eligible homes for low income and elderly homeowners in Tehama County. These two opportunities will connect qualified CalWORKs WTW participants with paid positions throughout the community, enhance their job skills, provide training opportunities, and prepare them for transitioning to unsubsidized employment.

**RIDDLE ME THIS:
ANSWER IS AVAILABLE AFTER YOU COMPLETE THE SURVEY –
click here for survey <http://www.surveymonkey.com/s/L2F9KLD>**

1. Rhonda will go see ballet but not opera. Her favorite number is eight and she doesn't like nine. She likes salmon but not trout. She hates Mondays but likes Wednesdays. Does she use a comb or a brush?
2. I have four wings, but cannot fly, I never laugh and never cry; On the same spot I'm always found, toiling away with little sound. What am I?
3. How many times can you subtract the number 5 from 25?
4. A large truck is crossing a bridge 1 mile long. The bridge can only hold 14000 lbs, which is the exact weight of the truck. The truck makes it half way across the bridge and stops. A bird lands on the truck. Does the bridge collapse?
5. Three men decided to split the cost of a hotel room. The hotel manager gave them a price of \$30.

The men split the bill evenly, each paying \$10, and went to their room. However, the hotel manager realized that it was a Wednesday night, which meant the hotel had a special: rooms were only \$25. He had overcharged them \$5!

He called the bellboy, gave him five one-dollar bills and told him to return it to the men.

When the bellboy explained the situation to the men, they were so pleased at the honesty of the establishment that they promptly tipped the bellboy \$2 of the \$5 he had returned and each kept \$1 for himself.

So each of the three men ended up paying \$9 (their original \$10, minus \$1 back) totaling \$27, plus \$2 for the bellboy makes \$29.

Where did the extra dollar go?



Child Welfare Services

In September, a team of social workers and supervisors from CWS will be attending a 3-day training event at UC Davis on Signs of Safety (SOS). SOS is a promising practice that focuses on building partnerships with parents and children while still rigorously attending to the maltreatment issues. SOS incorporates a strengths-based, "safety-organized" approach that is designed to be used throughout the life of the case to form a "constructive, purposeful focus among all the stakeholders involved with children and families by generating a clear, shared understanding of the problems facing that family and a straightforward vision of what future safety for the children needs to look like." This training is the first step towards the implementation of this practice within CWS over the next year.

Assistance Programs

New Positions for Eligibility

As most of you know with the new building in Corning and a new, larger training facility there, we now have the capacity to train more than 3 workers at a time. We haven't yet utilized the full capacity of the training room; that is changing.

With the State looking toward health care reform in 2014 and the new pilot program that California has opted into for 2012, we are looking at a significant increase to the Eligibility Workload. We recently received permission to hire 5 new Eligibility Workers. With the 1 existing vacancy we have, we will be hiring a total of 6 new Eligibility Workers so our training room will be quite full!

In addition to the 5 new Eligibility Workers that will be hired, we will also be hiring a new Eligibility Worker III or Lead Worker. Ten years ago Liz and Flo were our Help Desk; most of their time was occupied by Big Reds, little reds and answering Eligibility questions. With the expansion of our office, all the new technology (computers, phones, security) and all the new people; the helpdesk changed from an Eligibility Helpdesk to more of an Information Technology focus for the entire building. Since migrating to C-IV, we have noticed a renewed need for an application expert or "Help Desk" person. The new Eligibility Worker III will become our new Help Desk in Eligibility.

We are excited about the upcoming changes. Watch for new faces in Eligibility very soon!

Fiscal and Clerical

Team Work & Cross Training – Fiscal

An approaching retirement has inspired a succession of activity. Francyne Thomas has been promoted and is training to assume all of Barbara Thomas' desk duties. While Francyne trains, Annette Hudson and Nicki Carper are lending a hand to process IHSS provider time cards. A new employee (Sept 16th) will be assigned to Francyne's IHSS duties. So sandwiched Francyne will train and be trained! Nicki Carper is now handling our CALCard program, and will receive/process monthly statements. Leslie Newham is learning the Family Loan Program (FLP) with support from Debbie Warren. Teri Dean now receives/processes our Chevron bill, and she is helping Clerical to process Medi-Cal applications. Way to go team!

Getting To Know You – Clerical Staff

Although most of the Clerical Staff have been with the Agency for some time, most people don't know what we do. So, here's a brief rundown of our assignments at this time:

Elisa's Clerical Unit:

Cristina Estrella (bilingual) – Lead Worker, Front Desk/Lobby
Bret Foley – Front Desk
Brenda Guerrero (bilingual) – Front desk
Marie Thompson – Mail
Lauralee Nash – Eligibility Setup & SFIS
Erika Fuentes (bilingual) – In Training
Debra Clark – Imaging
Bonnie Darrow – Lead Worker Corning Office
Jessica Torres (bilingual) – Corning Front Desk
Cassi Westman – Corning Back Office

Michelle's Clerical Unit:

Gayle Kaiser – Lead Worker, Trainer & App Reg.
Kathy Alexander – Eligibility Application Reg.
Adele Chupp – Lead Worker, Supplies & CPS Support
Cindy Sumpter – CPS Support
Dianne Ward – Adult Services Support
Michelle Banuelos – Employment Serv. Support
Yvonne Klein – Eligibility Support
Callie Leifsen – Eligibility Support

DIVISION MEETING: Analyst, Clerical and Fiscal staff looks forward to attending a meeting of the full division to be held Sept 29th from 10 am to 1 pm.

