



## Human Services (HS)

# Employees of the Month

HS Connection Staff



**Toni McDonald, Social Service Practitioner  
Department of Aging and Adult Services (DAAS)**

Toni began as a Children and Family Services (CFS)/Adult Protective Services (APS) combo worker, but as County departments grew she became the sole Social Service Practitioner for DAAS in the Needles office. Currently, Toni works a combination case load of In-Home Supportive Services (IHSS)/APS cases, requiring her to have detailed proficiency in both programs. Her involvement in the Needles community and knowledge of the resources available for her clients is unparalleled. She works tirelessly to go above and beyond for the seniors and disabled clients that DAAS serves. She embodies the DAAS mission statement in her work, values the independence of her clients and is able to empower them to make choices at various stages of their lives.

Toni is often called upon by other departments and agencies to assist with difficult and critical situations. She works long hours to help find people food, shelter, clothing and other vital resources. Whether she is investigating an elder or dependent adult abuse report or assessing someone for the IHSS program, she is always seeking to improve the quality of life for the people. Toni has shown extraordinary dedication to the innumerable clients she has served over a career that spanned almost a quarter of a century.



**Kelly Cross, Statistical Analyst  
Research, Outcomes and Quality Support (ROQS)**

Kelly has been a valuable resource to the County and Human Services Research, Outcomes and Quality Support (ROQS) since 1999. As the lead Statistical Analyst supporting Children and Family Services (CFS), Kelly is instrumental in implementing programs and policies aimed towards increasing safety and quality of life for the children and families served by CFS.

Kelly continually looks for new ways that ROQS can support CFS, as well as ways to improve services already delivered. She is the lead on multiple county and state committees tasked with reporting and improving outcomes reported to federal agencies.

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Kelly is an integral and much appreciated member of ROQS. Her willingness to take on difficult projects while training and mentoring other analysts allows ROQS to support CFS in implementing new initiatives while ensuring that current business practices continue to meet the needs of children and families.



### **Tina Wright-Ervin, Training & Development Specialist Performance, Education & Resource Centers (PERC)**

Tina began with the Performance, Education & Resource Centers as a Training and Development Specialist in 2011. She trained, coordinated and facilitated the training program supporting Children and Family Services (CFS) for three years. In 2014, she transitioned to the Countywide Training team providing coaching, consultation and facilitation services for various County departments and city agencies. Tina is one of the primary trainers/facilitators for the Management & Leadership Academy (MLA), Fundamentals of Supervision (FOS), Fundamentals of Management (FOM) and various general development workshops. In addition, she has done an exceptional job leading a variety of special projects providing training on topics such as leadership, relationship building, team work, goal setting, resume writing and interviewing skills.

Tina has collaborated with the County Administrative Office, Office of Homelessness, and Ontario City Library providing training and facilitation services. Last October, she was part of a team selected to develop and provide Succession Planning training for the National Staff Development and Training Association (NSDTA) conference. Tina has a passion for training and is committed to providing quality training and career development services in support of the Countywide Vision.

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**Alia Smith, Pre-Licensed Clinical Therapist  
Department of Behavioral Health (DBH)**

Alia is a Pre-Licensed Clinical Therapist working in the Needles Behavioral Health Center. She is a professional and reliable employee who is always on time, helpful and handles crisis situations without being asked. Alia displays compassion and patience with clients at all times, and completes required paperwork in a timely manner. She goes above and beyond County and clinic expectations to ensure that clients receive outstanding service and care.

Alia organizes a Christmas party for clients every year and has instituted Rehab and Activities of Daily Living groups for her clients. She ensures they are able to do their shopping by arranging transportation and teaches clients how to bargain shop for healthy foods, plan meals, and prepare meals without a stove or microwave oven. She has also been instrumental in arranging groups of clients to go to dental clinics as dental care for Medi-Cal clients is very hard to find in the area. Alia is a vital asset to the DBH clinic and her desire and willingness to help others has reflected favorably on DBH and the county.