



Human Services (HS)

Employees of the Month

HS Connection Staff



**James Stovall, Storekeeper
HS Administration**

James has been a Storekeeper with Human Services (HS)/Administrative Services Division (ASD) since December 2001. He started at HS Storage and Distribution working in the closed files area and quickly cross-trained into both the materials handling section and the forms section. He excels in all duties including receiving, storing, issuing, retrieving and inventory of records. James is called for by name when it comes to working on special projects. The Department of Behavioral Health, Children's Network, First 5 and auxiliary non-profit groups such as Bonnes Mares and Children's Fund are but a few of the groups that request him to assist.

James served seven years in the Marine Corps before joining the County. In his spare time, he enjoys spending time with his family and serving his church as a youth leader, music director and Church Deacon. James believes in leading by example and providing great customer service at all times.



**Margaret O'Brien, Fiscal Assistant
HS Auditing**

Margaret joined the County in November 1998. Currently, she is a Fiscal Assistant for the Recovery Team at Human Services (HS) Auditing. Margaret has an excellent understanding and knowledge of many programs and procedures in HS Auditing. She provides assistance to other departments for Foster Care, Courts and Child Support related payments. Margaret performs all of her tasks exceptionally well, takes on extra duties and provides assistance to other staff on a regular basis. She takes the initiative to solve complex problems regarding customers' recovery accounts and assures all customer concerns are handled timely and accurately. Margaret does an excellent job working with Child Support, Courts and Central Collections personnel when communicating necessary financial information. She also compiles yearly Collection Revenue Statistics. Margaret takes pride in her work, accepts new challenges, and is an asset to HS Auditing.

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Lesford Duncan, Child Abuse Prevention Coordinator Children's Network (CN)

Lesford has been an employee of San Bernardino County Children's Network for two years. He was hired in July 2013 as the Child Abuse Prevention Coordinator. As such, he assists with organizing and implementing public awareness campaigns relating to child abuse prevention, and plans special events.

During these past several months, we have taken note of and appreciate his high level of proficiency in handling the tasks assigned to him, his craving for perfection, his communication skills and his humble behavior with all staff members and community partners. He was nominated for and participated in the Employee Showcase for his work with Inland Empire Father Involvement Coalition; he was instrumental in launching the very successful Maternal Mental Health Campaign which included billboards, brochures, flyers, radio commercials, movie theater ads, and a Public Service Announcement that has been shown at the County Government Center prior to the Board of Supervisor's meetings.

In May 2015, Lesford was the recipient of the Behavioral Health Community Advocate Award and was honored at the annual Evening with the Stars event. Lesford is a valued member of the Children's Network team and a worthy recipient of the Employee of the Month.



Lori Morgan, Office Assistant II Department of Child Support Services (DCSS)

Lori is an Office Assistant II with the Department of Child Support Services Ontario Branch, and has been with the County since 1991. Her primary responsibilities are working as a cashier at the payment window, and checking in customers in the reception area. Lori takes pride in providing excellent customer service and in educating our customers on the various ways to obtain program information, including payment options that are available to them through the department's Self Service

Kiosks. She will often assist customers in navigating through all of the kiosk features. Lori happily assists the branch by monitoring office supplies and restocking the customer service

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areas each day, and assists the supervisors with compiling their weekly statistical reporting. Lori is dependable and can be counted on to complete her assignments timely. Due to her strengths, Lori will serve as a mentor for new OA II staff in the branch. Lori's professional attitude and knowledge of cash handling policies earned her high praise recently during a visit by the State Auditors.

Lori is married, and enjoys spending time with her husband and watching the Green Bay Packers play football. Lori embodies the Countywide Vision, serving as a positive role model by providing quality service with fairness and respect to all.



Jennie Garcia, Quality Review Specialist Program Integrity Division (PID)

Jennie has been with San Bernardino County since 1986. She gained valuable knowledge during her experience as an Eligibility Worker, Corrective Action Program Reviewer, and Eligibility Worker II before coming to the Program Integrity Division (PID).

During her 20 plus years with PID, she has put that knowledge to good use. Jennie has been assigned to various functions with PID including complex CalWORKs and CalFresh overpayment and overissuance budgets, Out of State EBT usage reports, Income Earning Verification System (IEVS), Assets, and Benefits Earnings and Exchange Records to mention a few. She currently completes CalWORKs Time Limit Reviews ensuring time limits are not exceeded. She works with the Transitional Assistance Department (TAD) Eligibility Workers to ensure their questions regarding time limits are answered in addition to providing their Time Limit On the Job Training (OJT) lessons.

Jennie has provided training for multiple functions to new Quality Review Specialists, helping them achieve success and remaining available to answer their questions. She has served on various committees, assisted with the Appeals Time Limit Reviews, Duplicate Person issues, and the Fraud budgets. Jennie continues to prove that productivity and quality work can go hand-in-hand. Her organizational skills along with her vast program knowledge have served her and our division well.

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Dannie Galligani, Office Assistant III Program Development Division (PDD)

Dannie began his public service career in 1992 as a Public Service Employee and in 2002, joined the Program Development Division (PDD) as an Office Assistant III (OA III). He always has taken a leadership role and supports all PDD staff.

Dannie's most recent display of leadership skills and dedication was demonstrated in his role in the implementation of the new County logo and branding requirements. He quickly reviewed the necessary changes, educated internal staff with a sophisticated presentation/training and equipped the division with the necessary tools and resources to ensure our customer departments were in compliance with all new requirements. He continually sets high standards for himself and his exceptional organizational skills assist him in performing critical duties including: translating documents, preparing on-line handbooks, forms, flyers, etc. Dannie also serves on a variety of committees including PDD's technology committee charged with evaluating the software and technology needs of PDD helping to update, develop, and conduct staff training for InDesign, Illustrator, and PhotoShop.

Dannie is extremely creative and is our "go to person" for many special events inside and outside of PDD, all of which are recognized and greatly appreciated. He is a tremendous asset to the division.



Barbara Cole, Supervising Employment Services Specialist I Transitional Assistance Department (TAD)

Barbara has been with the Transitional Assistance Department (TAD) for 11 years. She began as an Employment Services Specialist and rapidly promoted to a Supervising Employment Services Specialist. Currently, she serves as the Corrective Action Supervisor for the High Desert offices in Region Six. Barbara performs as a liaison between PDD, PERC, Employment Services Supervisors and Managers. She participates in a number of work groups primarily based on her abilities and vast knowledge of the Welfare-to-Work and

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Child Care programs. Her participation in these work groups is a benefit as she objectively analyzes data and determines next appropriate actions based on statistical results. Barbara compares and researches WTW policy alongside California Welfare and Institution code policy to discover areas that may be inconsistent or that may allow other possible explanations to assist with our program. Barbara has been an essential component and advocate in the success of the WTW and CC Exemplar triggers. She is a valuable resource in her communication with Exemplar regarding inaccurate findings and trouble shoots error trends to ensure reports are correct. Barbara consistently follows up with program regulations to provide line staff with information for the implementation of a perfect product. Barbara is deserving of this award.



**Vernetta Luana Wallace, Program Generalist
Preschool Services Department (PSD)**

Luana has been with the Preschool Services Department (PSD) since 1988. She has proven over the years to be a valuable member of the department. Luana has been working in the Program Generalist capacity since 1999. Her duties include recruiting prospective program participants, reviewing records, updating the department's database, and preparing monthly reports. Luana follows up on child and family assessments, arranges for special presentations, and promotes the safety and well-being of children and families. She stands out among the competent group of many other well deserving candidates.

Luana possesses an extraordinary willingness and ability to help others. She is skilled, knowledgeable and an organized individual. In the month of July, one of the peak recruitment and enrollment periods for the department, Luana worked diligently to process enrollment applications for children at her designated school and assisted other Generalists in her region as well to ensure they reached their 100 percent enrollment target. Luana also mentors new employees, and provides additional assistance as needed. She never misses an opportunity to further the mission and vision of the County. She is passionate about successfully fulfilling department goals and objectives, and serves the children and families with a customer-friendly attitude every day.

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Marcella Ramirez, Business Systems Analyst II Information, Technology & Support Division (ITSD)

Marcella has worked both as a Business Systems Analyst I and II since her time with ITSD which started in June 2014. Her first priority since arriving has been to assimilate with Human Services (HS) projects. She has devoted her attention to all responsibilities and utilizes all available resources to provide adaptable solutions. She provides continuous excellent customer service.

Marcella has recognized the importance of utilizing her practical hands-on experience to successfully manage and complete HS IT projects. She has been able to develop a level of expertise with products which she has worked with such as FootPrints, Hardware Inventory & Tracking System, Mobile Iron and Samsung mobile phones. She clearly demonstrates the knowledge and the skill set to manage complex IT projects successfully.

Marcella maintains a high degree of professionalism and participates in all IT projects required of her. Her participation provides colleagues and subordinates with definite and positive reinforcement. When dealing with customer needs and requests, she has proven to communicate well with customers. Marcella continuously follows up throughout the life cycle of IT projects and has become an indispensable Project Manager for not only ITSD, but for other HS departments.



Mark Miller, Veterans Service Representative I Veterans Affairs (VA)

Mark does an excellent job assisting our department's customers. He is friendly and thorough in his approach, and genuinely wants to assist veterans and their families in obtaining the benefits they have earned. He listens attentively to their needs and offers solutions to their concerns. As a co-worker Mark is reliable and a true team player. In our fast paced environment Mark still finds time to assist co-workers and readily taken on additional tasks when asked by supervision. Mark is able to find true balance with competing demands of growing caseloads and multiple office coverage. He does this without sacrificing excellent customer service to our department's clients. It is an honor to nominate Mark as the Employee of the Month.

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Robert Dominguez, Social Service Practitioner Children and Family Services (CFS)

As a Social Service Practitioner in the western region of CFS since 2011, Robert has been doing his part to achieve the Countywide Vision with an unwavering focus on the safety and well-being of the most vulnerable children and families in this county. Robert has worked tirelessly and collaboratively with a number of partner agencies and other professionals to conduct child abuse and neglect investigations, perform safety and risk assessments, and make critical intervention decisions to protect children. He has also taken on a leadership role in major organizational improvement efforts, recently assumed responsibility for mentoring 18 new trainees, supporting these trainees in a breadth of classroom and field training experiences to better prepare them for the job.

Robert has also made meaningful contributions to the development of an After-Hours Response Center scheduled to be operational in early 2016. He played a critical role in a workgroup tasked with helping CFS make better use of technology to get better outcomes for children and families, which led to the purchase and distribution of 400 smart phones to social workers in the field. He has also been a member of a task force that developed and implemented strategies for caseload relief for Intake Social Workers in the CFS north desert region. Robert exemplifies a commitment to ensuring that those who live and work in this county can prosper and achieve well-being.



Destinie Gutierrez, Personnel Technician HS Personnel

Destinie has been an HS Personnel employee for nine years and she has always gone out of her way to provide excellent customer service. Destinie began her County career as a Payroll Specialist with HS Personnel and performed a wide variety of payroll duties. One of her key focuses has always been delivering results in a highly-efficient manner while always ensuring that the customer is content with her level of service. She has since promoted to Personnel Technician and assists HS departments with a multitude of essential duties.

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Destinie has become a knowledgeable and valuable part of the HS Personnel team and her work ethic and positive attitude are extremely valuable to our division and the County as a whole. Thank you Destinie for your years of great service and your dedication to HS Personnel and San Bernardino County.