

You Otter Go Sea NEW: PATHS in Monterey in 2012

CONFERENCE PROGRAM



23rd Annual Training Conference

January 25-27, 2012

Hyatt Regency Monterey Hotel & Spa
on Del Monte Golf Course
Monterey, California



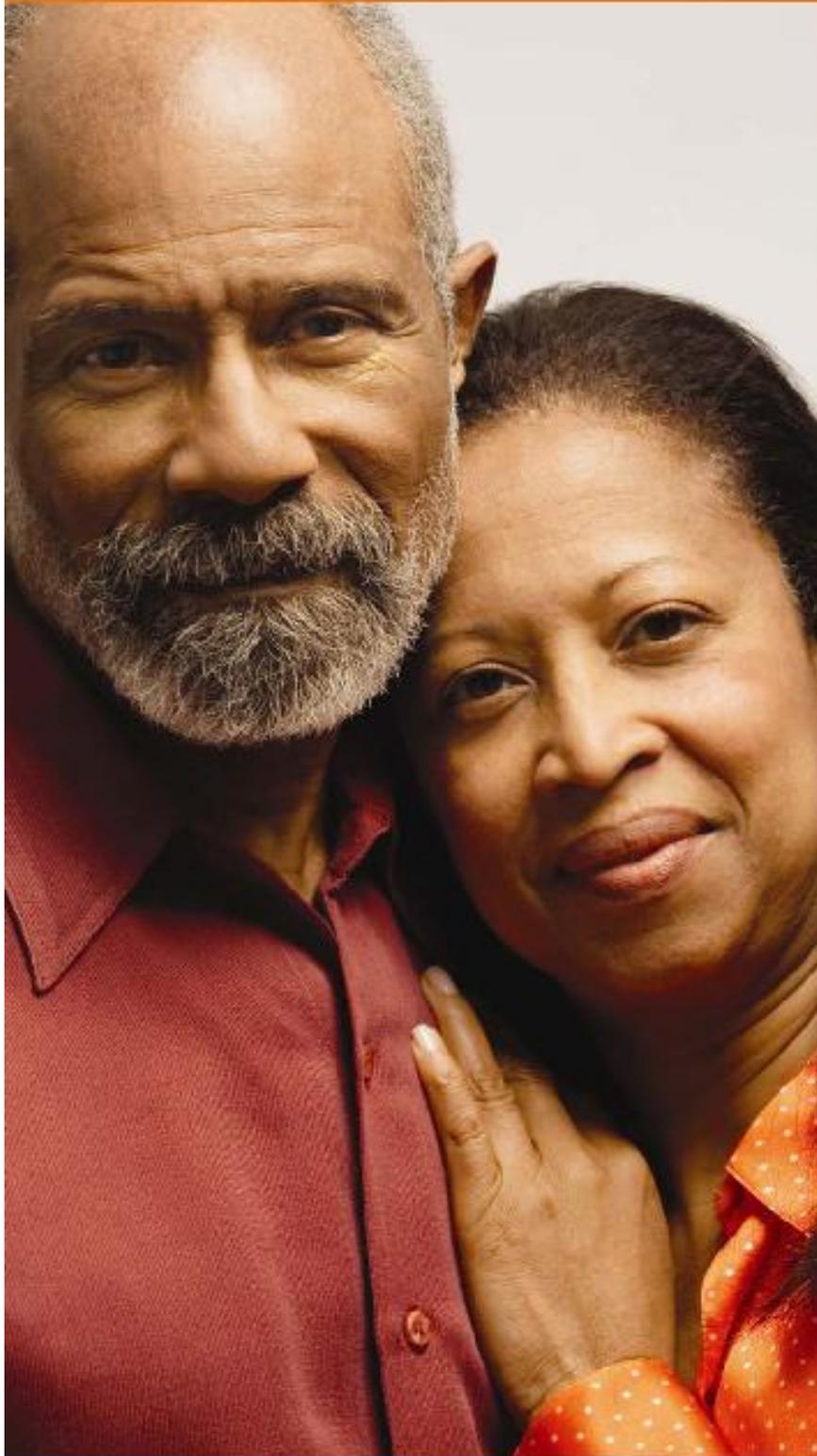
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Deloitte is one of the nation's leading providers of health and human services technology and consulting to states, with a 40-year history of program-based services and solutions. Our goal is to help you provide vital programs and benefits to children and families – in the most efficient way for taxpayers.

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STATE OF CALIFORNIA PRACTICE OVERVIEW

Deloitte has done business in California for more than 30 years and currently employs more than 4,300 Californians statewide. Our professionals serve clients from offices located in 7 California cities.

All Deloitte staff are held to a high standard of ethics and professionalism and are committed to the betterment of our state. Our public sector team has built a long-standing track record of success with state and county government.

ORGANIZATION

Building on more than 100 years of service, Deloitte ranks among the nation's leading professional services firms offering:

- Business and information technology consulting services
- Enterprise risk services
- Financial advisory services
- Tax services
- Audit and assurance services

Through the Deloitte Touche Tohmatsu Limited network of member firms we have a worldwide work force of more than 180,000 professionals. We serve more than half of the nation's largest corporations and have worked with all levels of government all over the world.



REPRESENTATIVE SAMPLE OF PROJECTS IN CALIFORNIA

- CalWIN – CalWORKS Information Network (Awarded “2007 Best of California Award for Best Application Serving Multiple Jurisdictions”)
- ISAWS – Interim Statewide Automated Welfare System
- LEADER – County of Los Angeles Eligibility, Automated Determination, Evaluation and Reporting
- Multiple projects with County of Santa Clara including SAP Implementation
- Multiple projects with County of San Mateo
- Multiple projects with County of San Diego
- Multiple projects with County of San Francisco
- Multiple projects with County of Ventura
- County of Solano, Department of Health and Social Services
- County of Contra Costa, Employment and Human Services Department
- County of Tulare, Health and Human Services Agency
- County of Santa Barbara, Department of Social Services
- County of Orange, Social Services Agency
- Los Angeles World Airports (LAX) – ERP Implementation
- MyCalifornia State Portal (awarded “2001 Best of the Web” by Center for Digital Government)
- CA Department of Child Support Services – State Disbursement Unit and Child Support Enforcement Projects (awarded “2007 Strategy and Operations (S&O) Global Excellence Award”)
- CA Department of Transportation Services – Integrated Maintenance Management Program
- CA Department of Transportation – Bay Area Incident Response System (awarded “2004 21st Century Achievement Award” by Computerworld Honors Program)
- CA Department of Health Services – Genetic Disease Branch Screening Information System (awarded “2005 Digital Government Integrator Innovation Award”, “2005 Best of California Award for Best Application Serving Department Needs”, “2006 NASCIO Recognition Award”, “2006 American Council for Technology Intergovernmental Solution Award”, “2006 21st Century Achievement Award” by Computerworld Honors Program, and “2009 Digital Government Achievement Award”)
- CA Department of Health Services – Children’s Medical Services Network
- CA Department of Water Resources – SAP Implementation
- CA Public Employees Retirement System – Straight Through Processing
- CA Department of Industrial Relations
- CA Department of Developmental Services
- CA EDD – Electronic Adjudication Management System, Unemployment Insurance and Disability Insurance modifications
- CA Administrative Office of the Courts – Case Management System

GOVERNMENT PRACTICE OVERVIEW

Deloitte’s broad range of services, strong talent base and understanding of business and government combine to bring the world’s best practices and maximum efficiency in all services we deliver.

Our national Public Sector practice comprises more than 7,000 cross-functional professionals dedicated to serving government related entities including the U.S. and Canadian federal governments, nearly all 50 U.S. states, as well as major cities, counties, school districts and universities throughout North America.



CALIFORNIA COMMUNITY INVOLVEMENT

Deloitte is committed to the communities in which we live and work. Community involvement is supported and encouraged at the highest levels of our organization. Our team-members have heard the call to action and have responded.

Deloitte community involvement programs span general and skills-based volunteerism, corporate contributions and non-profit board representation.

Last year, Deloitte Consulting received the “California Social Innovation Award” at a luncheon hosted by California’s First Lady Maria Shriver. Our community involvement programs have received several awards in past years.

Notably, the Community Services Planning Council awarded our Sacramento office the prestigious “Exceptional Community Support Award” at the 2008 People Helping People awards ceremony.

The award recognizes businesses and individuals that have provided outstanding support for community projects/charities and is considered one of Sacramento’s premier charity events. Deloitte is one of the handful of local area organizations that has received this award twice.

CALIFORNIA COMMUNITY INVOLVEMENT ACTIVITIES

- Volunteerism programs include School to work Day, March of Dimes, Race for the Cure, Junior Achievement, Holiday Charity Drive, Salvation Army projects, Deloitte Impact Day, and more
- Deloitte team members serve on more than 150 non profit boards in our state, contributing thousands of hours each year



Welcome

On behalf of the California State Chapter Board of Directors of the National Eligibility Workers Association: Professionals Associated Through Human Services (NEW: PATHS), we would like to welcome you to the 23rd Annual Training Conference in Monterey, CA. Our theme is: "You otter go sea NEW: PATHS in Monterey in 2012."

The board would like to thank those of you who took the time to submit a co-worker for Professional of the Year. The winner will be announced during the business meeting. Our Business Meeting begins Wednesday morning, followed by a workout with our fitness guru Andy Padilla. A section of the business meeting will include a representative from our National Board of NEW: PATHS. Then we say our official welcome from the board and from Elliot Robinson, Director of the County of Monterey.

You are invited to attend the President's Reception on Wednesday evening and participate in the annual Eligibility Expert Game. Thursday night will not be a seated dinner with the board. We are going to provide transportation from the hotel to Cannery Row. While there, you can shop and then join the board at Captain Bullwackers Restaurant & Patio Pub for a bite to eat before heading back to the hotel.

Our workshops contain program related information as well as self-care and professional development. There will be something for everyone. Please take the time to read through the program to see all that is offered. And don't forget to visit the exhibitors in between the workshops. You may be one of the lucky winners.

We, the California State Chapter Board of Directors look forward to meeting you. We hope you find the time to stop and chat with us.

Sincerely,

Sydney Crable
President
CA State Chapter NEW: PATHS



History

- The California State Chapter of NEW: PATHS was established in Fresno on June 10, 1989 by 21 national members representing nine California counties.
- The Chapter was founded in the belief that eligibility professionals needed an association through which they could express their positions on policy issues and promote professionalism in their field in the State of California. The Chapter was founded for the improvement of knowledge skills and overall professionalism of the eligibility professional.
- The Chapter was chartered August 1989 by the national association in St. Louis, Missouri.



Purpose

- To focus on California specific concerns for eligibility professionals.
- To promote professional identity and integrity.
- To set, maintain and exemplify professional standards and ethics.
- To provide a professional networking arena for eligibility professionals.
- To encourage and sponsor professional education.
- To encourage and support local chapters in California.
- To support the national association.

The Association is:

- **Not** a labor union nor affiliated with any labor union.
- **Not** involved in labor contract negotiations.
- **Not** a participant in personnel disputes

Mission Statement

The mission of the CA State Chapter of the National Eligibility Workers Association: Professionals Associated Through Human Services is to foster and promote integrity and professionalism in the field of human services.

Chapter Membership

Is inclusive of all of those individuals employed in the field of eligibility determination whom are members in good standing of the National Eligibility Workers Association. This has been broadened to include social/human services, related employment/supportive services, child support enforcement, or any case management services.

Chapter Governance

- The Chapter is incorporated in the State of California.
- The Chapter is a Non-Profit 501 (c) (6) membership association.
- The Chapter operates under published by-laws and a manual of policies and procedures.

The Board of Directors of the California State Chapter is the governing body. The Board is composed of a maximum of twenty elected members plus the immediate past president. Members of the Board are elected to serve by yearly balloting of the general membership of the State Chapter. The officers of the Board are elected by the board. The Board of Directors serve as volunteers at the pleasure of the general membership.

2011-12 Board of Directors



Pictured from left to right: Front row—Patsy Meraz, Sydney Crable, Ginah Monroy Center row—Donna Cobb, Phil Fincher, Laura Shultz, Gwen Gregg, Alice Turney; Back row—Cesar Vera, April Klump, Bill Knight; Brenda Gardner-White, Alicia Correll
Not pictured: Betty Brown, Trena Cambron, Sarah Ross

General Information

Registration/Name Badge

We require all conference participants to register and wear their name badges at all conference functions.

First Timers

Orientations are scheduled for Tuesday evening at 7:30 p.m., Wednesday and Thursday morning at 7:30 a.m. If this is your first time, come to an orientation to get good advice on how to best spend your time.

Workshops

Be prompt. Workshops start *on time*. If the workshop seats are filled you will need to attend an alternate workshop. Once seated in a workshop, please remain to its conclusion.

UC Davis General Continuing Education Units

A total of 1.5 CEU hours of general continuing education units will be offered for completion of UC Davis workshops taught by presenter, *Dan Witherell*. Be sure to complete the sign-in sheet distributed in the workshop to receive full credit.

Moderators

Volunteers are needed to assist in moderating workshops. Duties include introducing presenter and collecting evaluations. To volunteer sign-up at the Registration Desk and attend a Moderators meeting on Tuesday evening at 7:00 p.m. or Wednesday morning at 7:00 a.m.

Evaluations

An evaluation form will be handed out at the end of each workshop. Please take a moment to complete the form and hand to workshop moderator. In addition, an overall conference evaluation is included in your program. Your comments and suggestions are appreciated and help us to plan future conferences.

Photography and Videotaping

All general and some workshop sessions will be videotaped and conference coordinators will be taking photos throughout the conference. Video and photos will be used for promotion and could be posted on the website. If you do not want your photo or video taken, please inform the photographer and/or videographer.

Message Board

A message board at Registration Desk will be available for conference attendees to leave and receive messages.

If you have problems or questions during the conference, you will find help at the Registration Desk.

Agenda-at-a-Glance

TUESDAY—January 24, 2012

3:00 p.m. to 7:30 p.m.	Registration	Mark Thomas Foyer
7:00 p.m. to 7:30 p.m.	Moderators	Big Sur I
7:30 p.m. to 8:00 p.m.	First Timers	Big Sur II

WEDNESDAY—January 25, 2012

7:00 a.m. to 7:30 a.m.	Moderators	Big Sur I
7:30 a.m. to 8:00 a.m.	First Timers	Big Sur II
7:30 a.m. to 4:30 p.m.	Registration	Mark Thomas Foyer
8:00 a.m. to 5:00 p.m.	Exhibit Viewing	Mark Thomas Foyer

BUSINESS MEETING **Regency I, II, III**

The Business Meeting of the CA State Chapter of NEW: PATHS is open to NEW: PATHS members, conference attendees, speakers and guests

8:00 a.m. **National Anthem**
Geoffrey Williams

Business Meeting

- Board intros
- Minutes from January 26, 2011, Riverside
- Treasurer's report
- National NEW: PATHS
- Q & As

8:45 a.m. **Health Net Fitness Guru**
Andy Padilla, (15-20 minutes—optional)

OPENING SESSION **Regency I, II, III**

9:00 a.m. **Welcome, Basic Housekeeping, County Roll Call**
Sydney Crable, President, CA State Chapter NEW: PATHS

Elliott Robinson, Dept. of Social and Employment Services,
County of Monterey

10:00 a.m. **Opening Keynote**
Dan *Witherell*, Center for Human Services, UC Davis
Extension

Continued...

10:45 a.m. **Directors Panel**
Lee Collins, San Luis Obispo
Kathy Houle, Calaveras
Elliott Robinson, Monterey

NETWORKING LUNCH *Regency Main*

12:00 p.m. **Guest Speaker**
Lee Collins, Dept. of Social Services, County of San Luis Obispo

1:30 p.m. to 3:00 p.m. **Workshops—Session A**

3:00 p.m. to 3:30 p.m. **Break and Exhibit Viewing** *Mark Thomas Foyer*

3:30 p.m. to 5:00 p.m. **Workshops—Session B**

PRESIDENT'S RECEPTION *Regency Main*

6:30 p.m. to 10:30 p.m. **Eligibility Expert Game**

THURSDAY—January 26, 2012

7:30 a.m. to 8:00 a.m. **First Timers** *Big Sur I*

7:30 a.m. to 4:30 p.m. **Registration** *Mark Thomas Foyer*

8:00 a.m. to 5:00 p.m. **Exhibit Viewing** *Mark Thomas Foyer*

8:00 a.m. to 9:30 a.m. **Workshops—Session C**

9:30 a.m. to 10:00 a.m. **Break and Exhibit Viewing** *Mark Thomas Foyer*

10:00 a.m. to 11:30 a.m. **Workshops—Session D**

11:30 a.m. to 1:00 p.m. **Lunch on your own**

1:00 p.m. to 2:30 p.m. **Workshops—Session E**

2:30 p.m. to 3:00 p.m. **Break and Exhibit Viewing** *Mark Thomas Foyer*

3:00 p.m. to 4:30 p.m. **Workshops—Session F**

6:00 p.m. to 10:30 p.m. **Night Out with the Board**
Shuttle to Cannery Row—Pick up/drop off South Entrance, Conference Center

FRIDAY—January 27, 2012

8:00 a.m. to 12:30 p.m. **Exhibit Viewing** *Mark Thomas Foyer*

8:00 a.m. to 9:30 a.m. **Workshops—Session G**

9:30 a.m. to 10:00 a.m. **Break and Exhibit Viewing** *Mark Thomas Foyer*

CLOSING SESSION *Regency IV, V, VI*

10:00 a.m. to 12:00 p.m. **Closing Keynote**
Claudine Wildman, Human Services Dept., County of Santa Cruz

Guest Speakers

Opening Keynote

Wednesday, January 25, 2012, 10:00 a.m. to 10:45 a.m.

Daniel Witherell, Center for Human Services, UC Davis Extension, holds a degree in marketing, and is a consultant and trainer with over 20 years of experience in human services. Formerly an eligibility worker, supervisor and trainer for the Siskiyou County Department of Human Services, he has trained staff on CalWORKs, food stamps, Medi-Cal, CMSP, and general assistance, as well as automated eligibility systems, including ISAWS. An instructor for UC Davis Extension since 1992, Witherell is the recipient of an Outstanding Service Award for Teaching and has presented at several national and state NEW: PATHS conferences.



Opening Keynote sponsored by



Networking Lunch

Wednesday, January 25, 2012, 12:00 p.m. to 1:00 p.m.

Leland W. Collins is the Director of the San Luis Obispo County Dept. of Social Services, where he has been employed since August 1, 2000. Prior to this appointment, he served as the Director of the San Benito County Health and Human Services Department from September 1983 through December 1998, and was the County Administrative Officer for San Benito County from January 1999 through July 2000. A native Californian, he is the senior Social Services Director in the State of California. He graduated from the University of California, Santa Cruz, in 1975 with a Bachelor's Degree in Sociology and began his career in Social Services with Santa Cruz County in April 1976. Mr. Collins has served on various Boards and Commissions including the State's County Medical Services Program Governing Board (Chair), the County Welfare Directors Association (President), Workforce Investment Board and First 5. In 2009 and 2010, Mr. Collins led the Planning Committee for the California Symposium on Poverty.



Closing Keynote

Friday, January 27, 2012, 10:00 a.m. to 12:00 p.m.

Claudine Wildman is the Director of the Employment and Benefit Services Division of the Human Services Department of Santa Cruz County. The Employment and Benefit Services Division operates the CalWORKs, Workforce Investment Act, CalFresh, General Assistance, Medi-Cal, Foster Care and Adoption Assistance eligibility programs. Claudine has worked with the Human Services Department since March 1997 serving previously as an analyst and program manager. She started her career as a social worker in Santa Clara County. Claudine has also worked as a Legislative Aide in the California State Senate and as an administrator in the non-profit sector.



Workshop Room Assignments

WEDNESDAY—January 25, 2012		Session A—1:30 p.m. to 3:00 p.m.
Promoting and Encouraging Client Retention in Medi-Cal and CalFresh— <i>Dan Witherell</i> , Center for Human Services, UC Davis		Windjammer 1-2
Orange County Service Center Experience— <i>Gina Swank</i> and <i>Sherry De Hoog</i> , Orange County		Windjammer 3-4
Mythbusters! AB 1269 Implementation and the Medi-Cal Working Disabled Program— <i>Karla Bell</i> , California Health Incentives Improvement Project (CHIIP)		Big Sur 1
Cutting Costs in Tough Times: QMB, SLMB, QI-1 & LIS— <i>Linda Bylow</i> , Social Service Coordinators (SSC)		Big Sur 2
Retirement Workshop and Market Outlook— <i>Jennifer Kwock-Lau</i> , Ameriprise Financial		Big Sur 3
WEDNESDAY—January 26, 2011		Session B—3:30 p.m. to 5:00 p.m.
CalWORKs and CalFresh - What's New?— <i>Maria Hernandez</i> and <i>Linda Patterson</i> , CA Dept. of Social Services		Windjammer 1-2
Building Respect in the Human Service Workplace— <i>Joy Johnson</i> and <i>Dexter Johnson</i> , Alameda County		Windjammer 3-4
National Integrated Eligibility Trends— <i>Rachel Frey</i> , Deloitte		Big Sur 1
Avoiding Common Errors in the Determination of Challenging MFBU's— <i>Dan Witherell</i> , Center for Human Services, UC Davis		Big Sur 2
Tracking Time-on Aid— <i>Rebecca Carter</i> , Santa Cruz County		Big Sur 3
THURSDAY—January 27, 2011		Session C—8:00 a.m. to 9:30 a.m.
CalWORKs and CalFresh - What's New?— <i>Maria Hernandez</i> and <i>Linda Patterson</i> , CA Dept. of Social Services		Windjammer 1-2
Health Care Reform Update and the Future of Medi-Cal— <i>Cathy Senderling</i> , County Welfare Directors Association and <i>Rene Mollow</i> , Dept. of Health Care Services		Windjammer 3-4
Exploring Self Service Advancements in the Modern Technology Race— <i>Jo Anne Osborn</i> and <i>Pennie Blankenship</i> , CalWIN Consortia		Big Sur 1
Do you Speak Love? Reduce Stress by Speaking Love Languages at Work— <i>Jennifer Celise Reyes</i> , San Bernardino County		Big Sur 2
Web Based Fraud Prevention Training— <i>Randy Fedak</i> , Santa Cruz County		Big Sur 3

THURSDAY—January 26, 2012**Session D—10:00 a.m. to 11:30 a.m.**

Health Care Reform Update and the Future of Medi-Cal— <i>Cathy Senderling</i> , County Welfare Directors Association and <i>Rene Mollow</i> , Dept. of Health Care Services	Windjammer 1-2
C-IV Imaging— <i>Danielle Brown</i> , C-IV Project	Windjammer 3-4
Exemptions and Extenders for CalWORKs and Employment Services— <i>Rebecca Carter</i> , Santa Cruz County	Big Sur 1
Medi-Cal Retention – Save Cost, Keeping Eligible Families Covered— <i>Lucy Ventura-Nunez</i> and <i>Martin Villalvazo</i> , Health Net	Big Sur 2
FNS SNAP Priorities - Program Integrity— <i>Hope Rios</i> , Supplemental Nutrition Assistance Program—Western Regional Office, Food and Nutrition Service	Big Sur 3

THURSDAY—January 26, 2012**Session E—1:00 p.m. to 2:30 p.m.**

Screening and Processing Emergency Requests— <i>Dan Witherell</i> , Center for Human Services, UC Davis	Windjammer 1-2
Think Change-Adapt and Thrive, or Fall Behind— <i>Carolyn Ross</i> , Dept. of Human Services, State of Oregon	Windjammer 3-4
True Colors (Personality Assessment), Part 1— <i>Dee Blankenship</i> and <i>Debbie Marez</i> , Sacramento County	Big Sur 1
Orange County Service Center Experience— <i>Gina Swank</i> and <i>Sherry De Hoog</i> , Orange County	Big Sur 2
Health-e-App Public Access and Healthy Families Program Updates— <i>Larry Lucero</i> , Managed Risk Medical Insurance Board (MRMIB)	Big Sur 3

THURSDAY—January 26, 2012**Session F—3:00 p.m. to 4:30 p.m.**

Promoting and Encouraging Client Retention in Medi-Cal and CalFresh— <i>Dan Witherell</i> , Center for Human Services, UC Davis	Windjammer 1-2
Building Respect in the Human Service Workplace— <i>Joy Johnson</i> and <i>Dexter Johnson</i> , Alameda County	Windjammer 3-4
True Colors (Personality Assessment), Part 2— <i>Dee Blankenship</i> and <i>Debbie Marez</i> , Sacramento County	Big Sur 1
CalWIN's Strategy for the Bridge to Health Care Reform— <i>Hali Reyes</i> , <i>Sara Coudert</i> and <i>Jensy Hines</i> , CalWIN Consortia	Big Sur 2
Retirement Workshop and Market Outlook— <i>Jennifer Kwock-Lau</i> , Ameriprise Financial	Big Sur 3

Intrinsic Motivation: Motivation from Within—*Jennifer Celise Reyes*,
San Bernardino County ***Windjammer 1-2***

Promoting and Encouraging Client Retention in Medi-Cal and
CalFresh—*Dan Witherell*, Center for Human Services, UC Davis ***Windjammer 3-4***

Orange County Service Center Experience—*Gina Swank* and
Sherry De Hoog, Orange County ***Big Sur 2***

Retirement Workshop and Market Outlook—*Jennifer Kwock-Lau*,
Ameriprise Financial ***Big Sur 3***



Workshop Descriptions and Presenter Biographies

Avoiding Common Errors in the Determination of Challenging MFBUs—*Dan Witherell*, Center for Human Services, UC Davis

Determining the correct Medi-Cal Family Budget Unit is essential to the Medi-Cal Eligibility process. Throughout the state there are family situations that are more challenging than others, including households with 18 to 20 year old children, pregnant women, minor parents etc. This workshop will explore the correct determination of the MFBU in these situations using program, age, living arrangement and family relationships as a guide to the correct determination.

UC Davis general CEU units given upon completion of this workshop.

Daniel Witherell, Center for Human Services, UC Davis Extension, holds a degree in marketing, and is a consultant and trainer with over 20 years of experience in human services. Formerly an eligibility worker, supervisor and trainer for the Siskiyou County Department of Human Services, he has trained staff on CalWORKs, food stamps, Medi-Cal, CMSP, and general assistance, as well as automated eligibility systems, including ISAWS. An instructor for UC Davis Extension since 1992, Witherell is the recipient of an Outstanding Service Award for Teaching and has presented at several national and state NEW: PATHS conferences.

Building Respect in the Human Service Workplace—*Joy Johnson and Dexter Johnson*, Alameda County

Respect is not something that Aretha Franklin just sang about. Respect is not only a word used in an organization's mission statement; it is the main ingredient needed in both our professional and personal relationships. It is the key to the success of every organization, business partnership and even family structure.

This fast paced, highly motivated workshop will focus on understanding and building this competency by evaluating our own behaviors in the workplace. Exploring our abilities to interact with others in the following areas

- Effective communication
- Dealing with different personality types/ behaviors
- Understanding and appreciating cultural diversity

Everyone from management to line staff will appreciate the tools they will receive from this workshop and will walk away with a NEW commitment to building a respectful workplace.

Joy Johnson has been in the human service profession for 11 years. She began her career in 2000 and has worked at all levels in the Eligibility Worker classification with Alameda County Social Services Agency. Joy was promoted to Employment Counselor in 2007 where she is currently working as a workforce development workshop facilitator for participants in the Cal Works and General Assistance programs She is a motivational trainer who believes in encouraging participants to be a part of the learning experience. Her unique facilitation style incorporates life experiences with interactive group exercises.

Dexter Johnson is currently employed within Alameda County's Social Services Agency as a supervisor in the Dept. of Children & Family Services; Foster Care Eligibility Section. Has been

working in the eligibility field for the past 16 years determining & supervising eligibility staff for the following programs: Medical; Food Stamps aka: Cal-Fresh; Foster Care; Kin-Gap and the Adoptions Assistance Program. Currently serving as the President of the Alameda County chapter of NEW-Paths and has also served on the California State Chapter Board.

CalWIN's Strategy for the Bridge to Health Care Reform—*Hali Reyes, Sara Coudert and Jency Hines, CalWIN Consortia*

"Bridge to Health Care Reform" - What comes to mind? Government? Exchange? The affect it will have on you personally as well as professionally? You're in luck! This workshop will help tackle these ponderings.

WCDS, HP and the CalWIN Counties have merged their collective answers, approaches and understanding of this extensive subject to bring to you CalWIN's Strategy for the Bridge to Health Care Reform and provide an interactive and thought provoking session. Geared to navigate the complexities of this topic, our presenters will illuminate the path set by the CalWIN Consortium to better position you, both personally and professionally, on the Bridge to Health Care Reform.

Sara Coudert has worked in Social Services for nearly ten years. She started in Ventura County as a Medi-Cal, Food Stamps, IEVS, Foster Care, KinGAP and AAP worker. Her passion was not only to help the clients, but to train and assist other workers to learn and master the various computer systems used to determine eligibility. She trained individuals in the CalWIN system. After implementation, she switched systems to provide County training and implementation assistance for the counties that adopted the C-IV eligibility system. Sara returned to CalWIN, and is currently serving as the HP Customer Liaison.

Jency Hines is a Customer Liaison for Hewlett-Packard and the Counties of the CalWIN consortium where she provides information, advice and support. Jency came to HP from Placer County where she spent 15 years working across the Department of Health and Human Services on many systems including Child Welfare, Disaster Preparedness, Public Health and the County Clinic. She has spent the last five years working with the Human Services Division as the CalWIN Manager.

CalWORKs and CalFresh - What's New?—*Maria Hernandez and Linda Patterson, CA Dept. of Social Services*

This workshop will provide an overview of the major program change anticipated for 2013 for the CalWORKs and CalFresh programs, the move from Quarterly Reporting to Semi-Annual Reporting. Additionally participants will get to hear about the Governor's proposed redesign of the CalWORKs program, announced in the proposed 2013 Budget. The workshop will also include an overview of the CalFresh ReFresh Modernization Initiative and other legislative changes such as "Heat and Eat"

Maria Hernandez has been the CalWORKs Eligibility Bureau Chief in the California Department of Social Services for the last fourteen years and has been responsible for implementation of major reforms in the former AFDC Program, now known as CalWORKs. Her Bureau is responsible for policy development, analysis, interpretation and guidance of the CalWORKs Program's eligibility requirements, development of new or amended regulations, program forms and notices of action and other CalWORKs policy development. The CalWORKs Eligibility Bureau is also responsible for the interface with Tribes operating Tribal TANF programs in California.

Linda Patterson is the CalFresh Branch Chief. She has worked for the California Department of Social Services (CDSS) and Department of Child Support Services for over 22 years. Previously, she managed legislation for all California Health and Human Services Agency Departments (including CDSS). Prior to that, she managed legislation for the Child Support Program and implemented the Paternity Opportunity Program. At CDSS, she has managed a unit who worked with counties to

improve performance in the welfare and food stamp programs. Prior to that, she was a Program Manager in Placer County. She began her career as an Eligibility Worker in Riverside County. She received her Bachelor of Arts from University of California, Irvine.

C-IV Imaging—*Danielle Brown, C-IV Project*

The C-IV Imaging Solution is centralize document imaging solution that is integrated with the C-IV System. A centralized imaging solution allows for easy access to documents across both within a specific county or across all C-IV counties. This workshop is an overview of the C-IV Imaging Solution. Topics will include document capturing, workflow, indexing and document retrieval. Participants are encouraged to bring their questions to the workshop.

Danielle Brown has been a Monterey County, Department of Social and Employment Services employee since 2005 and has worked at the C-IV Project since 2007. As a C-IV Technical Business Analyst, she represents the C-IV counties in the areas of Imaging, Interactive Voice Response (IVR), and Contact Centers.

Cutting Costs in Tough Times: QMB, SLMB, QI-1 & LIS—*Linda Bylow, Social Service Coordinators (SSC)*

SSC's presentation will show attendees the substantial and far-reaching financial benefits that Medicare Savings Programs (MSPs) can bring to their elderly and disabled clients. In addition to MSPs, the Extra Help program through SSA and SSC's Golden Touch programs can make a tremendous difference in the lives of low income Medicare beneficiaries throughout California. SSC provides outreach and assistance for all of these programs and this presentation will provide the details of how it is done, as well as, give an update on national health care reform and its 2012 initiatives.

Linda Bylow has been with Social Service Coordinators since 2004 and serves as the SSC Government Relations Western Regional Director. As such, she is the SSC liaison with state and county Medicaid staff in 16 western states. In her 30+ year career, Linda has worked with non-profit health agencies, grassroots coalitions, a Medicaid health plan and Arizona's Medicaid agency in a wide range of positions. She enjoys the opportunity to make a positive impact on the lives of low income Medicare beneficiaries and she thinks that Medi-Cal eligibility staff rock.

Do you Speak Love? Reduce Stress by Speaking Love Languages at Work—*Jennifer Celise Reyes, San Bernardino County*

Learning your Love Language and the Languages of those around you can reduce stress, improve communication and make interactions more enjoyable. When you understand other people's style of relating to the world, you can improve your communication with them. Since we are all uniquely created, it's logical that each person responds to a different form of communication. This class can help develop a sensitivity to and ability to show effective, personal appreciation for our family, friends, children and co-workers, which can reduce personal and work-related stress. Learn to speak their language. Learn to communicate how you want to be appreciated.

Jennifer Celise Reyes has worked in the Human Services field for over 16 years. As a former Instructor for UC Davis, Center for Human Services, Jennifer had the opportunity to present highly acclaimed workshops at conferences across the United States. Working for the County of San Bernardino, Jennifer did time on the front lines as an Eligibility Worker, inspired people as an Employment Specialist and Job Club Facilitator and taught all walks of life as a Staff Development Trainer, from Foster Youth to Truck Drivers to Social Workers. A mom of three beautiful girls, Jennifer lives in Redlands, California.

Exemptions and Extenders for CalWORKs and Employment Services—*Rebecca Carter*, Santa Cruz County

Have you ever wondered what the difference was between an exemption and an extender? Have you ever been confused by what and exception is? Then this is the workshop for you. Rebecca will provide you tips and tools to apply the regulations on exemptions and extenders. This workshop can also be Part I of the TOA workshop

Rebecca Carter has been a Staff Development Trainer for the County of Santa Cruz since 2002, where she specializes in CalWORKs and Employment Services. Rebecca's background as a CalWORKs eligibility worker and as a unit supervisor provides her with a grounded perspective of human service programs that allows her to train to the work that we do as well as the regulations

Exploring Self Service Advancements in the Modern Technology Race—*Jo Anne Osborn* and *Pennie Blankenship*, CalWIN Consortia

The concept of Self-Service is nothing new; it is the norm for everyday life for most of us. Advances in information access and mobile technology are pushing self-service to new frontiers. This means today's client expects increasing ability to apply for and manage their benefits from anywhere, at any time instantly. This requires counties to rethink how services will be delivered and business processes that need to evolve to meet this expectation. Enabling those who are capable and willing to self-serve is critical in a time where caseloads are increasing and budgets are decreasing. Your innovative ideas which when paired with new technological tools will advance our industry in the hi-tech race of the modern age.

Jo Anne Osborn is a Senior Systems and Business Analyst, Track Lead for the WCDS Consortium - CalWIN. She has served as a subject matter expert for the Consortium since 1998. She has 33 years of experience in the Human Services programs including Eligibility, Employment Services, and System Analyst positions in both Fresno and Placer Counties. Her experience encompasses Eligibility determination for all Assistance programs, Fair Hearings, IEVS, Management Reporting, Interfaces, Data Conversion and now leading projects for Benefits CalWIN and the new CalWIN Web Portal.

Pennie Blankenship is a Customer Liaison for the HP and the CalWIN project, where she currently provides solution support, training and advice to the consortium counties. Pennie has 17 years of operational and consulting experience in the Human Services industry, including training, testing, curriculum development, customer relations, and county working experience.

FNS SNAP Priorities - Program Integrity—*Hope Rios*, Supplemental Nutrition Assistance Program—Western Regional Office, Food and Nutrition Service

Find out what the latest Food and Nutrition Service CalFresh Priorities are for FY 2012 and Program Integrity updates.

Hope Rios is with the USDA Food and Nutrition Service in the Western Region. She is the State Program Officer (SPO) for California, having been reassigned to the California desk in July, 2009. Prior to that she was the SPO for Oregon and Guam, and has also worked on the FNS State desks with Alaska, Idaho, Washington, and the Territories.

Health Care Reform Update and the Future of Medi-Cal—*Cathy Senderling*, County Welfare Directors Association and *Rene Mollow*, Dept. of Health Care Services

What's the latest on health care reform? In addition to a refresher on the key aspects of the Affordable Care Act, this session will give you up-to-the minute details about the implementation of ACA in California, highlight key issues to be aware of, discuss implications for counties and county eligibility staff and state eligibility responsibilities.

Cathy Senderling is the Deputy Executive Director for the County Welfare Directors Association of California. In that role she works with the Association's Executive Director and the human services directors in all 58 of California's counties to promote legislative, budget and policy changes that improve health and human services programs and the delivery of those services.

René Mollow has been with the California Department of Health Care Services (DHCS) since 1995, working primarily with the Medi-Cal Program, California's version of Medicaid. She is currently the Chief of the Medi-Cal Eligibility Division (MCED). MCED is responsible for developing statewide policies, procedures, and regulations governing eligibility for the Medi-Cal Program.

Health-e-App Public Access and Healthy Families Program Updates—*Larry Lucero*, Managed Risk Medical Insurance Board (MRMIB)

MRMIB will provide an introduction to the State approved Health-e-App Public Access system and update on the Healthy Families Program (HFP).

Larry Lucero has been with the State of California for over 35 years. He worked for the DHCS for over 20 years, specializing in Medi-Cal. He has been with the MRMIB for the past 14 years and help to bring up the State's HFP.

Intrinsic Motivation: Motivation from Within—*Jennifer Celise Reyes*, San Bernardino County

Intrinsic Motivation is defined as motivation from within. Many people say that they lose motivation for their work because of outside factors such as management, customers, employee morale, pay and benefits, etc. Exploring the meaning of Intrinsic Motivation encourages people to pull their motivation from within themselves; to gain satisfaction from getting their work accomplished, to help others and to succeed personally. When motivated by personal challenge, creativity and the freedom to choose the approach to your work, intrinsic motivation can flourish. "Do what you love and love what you do and you'll never work another day in your life."

Jennifer Celise Reyes has worked in the Human Services field for over 16 years. As a former Instructor for UC Davis, Center for Human Services, Jennifer had the opportunity to present highly acclaimed workshops at conferences across the United States. Working for the County of San Bernardino, Jennifer did time on the front lines as an Eligibility Worker, inspired people as an Employment Specialist and Job Club Facilitator and taught all walks of life as a Staff Development Trainer, from Foster Youth to Truck Drivers to Social Workers. A mom of three beautiful girls, Jennifer lives in Redlands, California.

Medi-Cal Retention – Save Cost, Keeping Eligible Families Covered—*Lucy Ventura-Nunez* and *Martin Villalvazo*, Health Net

Ever wonder how many families lose their Medi-Cal on a monthly basis? How many of these families do you think are still eligible for Medi-Cal? When the families reapply who bears the cost? Everyone! There are increased administrative costs to the county, the county's limited resources are further consumed and families lose their medical home. What are the health plans doing to partner with the

county? Health Net believes Retention is the key! Come and learn about our ongoing retention projects in Fresno, Kern, Los Angeles, Sacramento, San Diego, Stanislaus, and Tulare. We want to help you keep families covered.

Martin Villalvazo, Supervisor of Health Net's State Health Programs Enrollment Services/Retention Statewide Call Center. Martin supervises a team of sixteen phone reps that provide retention assistance for Medi-Cal and enrollment for Health Net Dental for Medi-Cal, Healthy Families & Health Kids programs. Martin is a graduate of University Of California, Irvine with a BA in Spanish Literature and Criminal Law and Society. After two years of joining Health Net, Martin's ability to quickly adapt and absorb new processes enabled his promotion to Supervisor. Martin is proud to be a part of the Health Net Enrollment Team who works diligently to help families gain and keep their health care coverage.

Lucy Ventura-Nunez, Manager of Health Net's State Health Programs Call Center Retention in California. Lucy is very proud to lead a diverse and knowledgeable team of 17, which thrives in helping families obtain and retain health coverage through Medi-Cal. In addition to assisting with enrollment for Health Net Dental for Medi-Cal, Healthy Families and Healthy Kids. Lucy has extensive health care experience with over 20 years in Health Net's State Health Programs. Within the past 9 years she has developed an Enrollment Service's team that assists in retaining membership through member education and pro-active member reminders. Lucy and her team work with families and local county staff to reactivate families that lose Medi-Cal eligibility. Through these efforts the Health Net Enrollment team routinely help approximately 4,000 members per month retain or regain their health coverage.

Mythbusters! AB 1269 Implementation and the Medi-Cal Working Disabled Program—Karla Bell, California Health Incentives Improvement Project (CHIIP)

Californians with disabilities want to work, but myths about the loss of Medi-Cal and In-Home Supportive Services (IHSS) can needlessly prevent them from taking the next step towards successful employment. Learn more about the recently implemented AB 1269 provisions of the Medi-Cal Working Disabled Program including the ability to save assets without a limit, elimination of retirement age restriction, extension of exemption of retirement arrangements and protection for temporary loss of employment. This workshop will help you understand the myths and facts about programs, such as the Working Disabled Program, that can help support people with disabilities who are working to increase their earnings and build assets. The new "I Can Work" video will be premiered and information about online tools and resources will be provided. Join us and share your insights about program enrollment and AB 1269 implementation, and let us know how we can help support training efforts on the program in your county.

Karla Bell is a program manager for SDSU Interwork Institute's California Health Incentives Improvement Project (CHIIP), a multi-agency collaborative effort working to remove barriers to employment and self-sufficiency for people with disabilities. She received her M.A. in Education from San Diego State University and has worked in the fields of benefits planning, human services, policy and education for the past nineteen years. Her role at CHIIP includes managing their benefits planning initiatives, content development for Talent Knows No Limits, and providing statewide monthly webinars on benefits planning topics. She is also the trainer and mentor to peer-to-peer Ambassadors for the GRADS Ambassador Project that focuses on piloting new ways to help college graduates with disabilities make the connection to work and career. As a certified Community Work Incentives Coordinator, she provides training and technical assistance on the Medi-Cal Working Disabled Program, other work incentives and employment supports to service providers and consumers throughout California.

National Integrated Eligibility Trends—Rachel Frey, Deloitte

Over the last 20 years, Deloitte has provided services in support of the implementation of 18 IE solutions in 16 different states. While technology has and will always continue to change, the key to IE solution success remains the same: execution. Our successful track record of helping clients in their efforts to execute is based on our people, our services and our solutions. We focus on helping them improve business processes first and technology second. We help our clients in their efforts to achieve the intended return on their technology investments through leading edge user adoption strategies that include multi-channel training delivery, organization and role redesign, business process reengineering, and stakeholder engagement.

Rachel Frey brings more than 13 years of multi-state experience with HHS agencies leading and advising business and technology transformation efforts. She spent her first 6 years in HHS working in CA designing, developing and implementing IE solutions at the LA LEADER, Welfare Data Tracking and Implementation Project (WDTIP) and Interim Statewide Automated Welfare System (ISAWS) projects. Recently Rachel has helped state HHS agencies with implementing new access channels to its citizens, community partners and providers, documentation management solutions and model office designs. She is currently working with the Commonwealth of PA to design and implement an enterprise-wide approach to integrating program integrity into their public welfare business model.

Orange County Service Center Experience—Gina Swank and Sherry De Hoog, Orange County

The wave of the future...Service Center is a new way of doing business that optimizes customer service with efficiency and technology. Come hear about the journey Orange County Social Services embarked on to implement their Service Center. From the planning stages through implementation, come learn Best Practices, Lessons Learned and the successful outcomes of transitioning to the Service Center model. For those of you who are curious or are facing transitioning into a Service Center model, this is the workshop for you!

Gina Swank is a seasoned staff trainer at Orange County Social Services with over 20 years of eligibility experience in CalWORKs and CalFresh. A trainer for 10 years, Gina has designed and trained Orange County staff on numerous regulation changes and new technologies.

Sherry DeHoog is 21 year Orange County Social Services employee with several years as a staff trainer. She has trained hundreds of hours in a variety of topics including, Time on Aid and CalWIN. She was also instrumental in the development of Service Center training materials and is currently involved in ongoing Service Center projects

Promoting and Encouraging Client Retention in Medi-Cal and CalFresh—Dan Witherell, Center for Human Services, UC Davis

This workshop will explore procedures and strategies that will assist Eligibility Professionals in ending the cycle of discontinuance, reapplication, emergency requests. Maintaining clients in eligible status provides them with more stable circumstances and assists the agency by reducing the workload caused by people cycling in and out of the system. Participants will share discuss both challenges and solutions to help in the successful retention of client eligibility and program participation.

Daniel Witherell, Center for Human Services, UC Davis Extension, holds a degree in marketing, and is a consultant and trainer with over 20 years of experience in human services. Formerly an eligibility worker, supervisor and trainer for the Siskiyou County Department of Human Services, he has trained staff on CalWORKs, food stamps, Medi-Cal, CMSP, and general assistance, as well as automated eligibility systems, including ISAWS. An instructor for UC Davis Extension since 1992, Witherell is the

recipient of an Outstanding Service Award for Teaching and has presented at several national and state NEW: PATHS conferences.

UC Davis general CEU units given upon completion of this workshop.

Retirement Workshop and Market Outlook—Jennifer Kwock-Lau, Ameriprise Financial

During my workshop we will talk about taking control of your retirement. I will review the four cornerstones of financial planning and provide a market outlook with an overview of investments.

Jennifer S. Kwock-Lau, CFP®, Ameriprise Financial, Financial Advisor, CERTIFIED FINANCIAL PLANNER™ practitioner. Jennifer has been a financial advisor in the bay area with Ameriprise Financial since 2002. Her areas of focus include personal financial planning for retirement income strategies, estate planning strategies, tax management strategies, protection planning/family security and small businesses. Jennifer's clients are busy, successful people and she helps them maintain their financial focus so they can achieve the financial goals that are most important to them and their families, both now and in the future. After graduating from the University of California, Los Angeles (UCLA) with a Bachelor of Arts in Economics, Accounting and Music; Jennifer's background also includes accomplishing her CFP designation (2007). In her professional contributions, Jennifer is also an active member & volunteer in the UCLA Alumni Association, Bay Area Bruins Chapter. She is also active in her community with the Festival Opera Company in Walnut Creek, CA. Jennifer has taken on roles such as Chorus Member and Fundraising & Scholarship Committees with the organizations. Currently Jennifer resides in Clayton, CA and her personal interests include opera, volleyball and traveling.

Screening and Processing Emergency Requests—Dan Witherell, Center for Human Services, UC Davis

As we attempt to deal with increasing numbers of requests with ever dwindling resources it is as important as ever that we be able to effectively and efficiently sort out those that need legitimate emergency processing. This workshop will review and discuss the criteria for processing requests for Immediate Need, Expedited Services and Emergency Medi-Cal and what alternatives may exist to ensure delivery of necessary services.

Daniel Witherell, Center for Human Services, UC Davis Extension, holds a degree in marketing, and is a consultant and trainer with over 20 years of experience in human services. Formerly an eligibility worker, supervisor and trainer for the Siskiyou County Department of Human Services, he has trained staff on CalWORKs, food stamps, Medi-Cal, CMSP, and general assistance, as well as automated eligibility systems, including ISAWS. An instructor for UC Davis Extension since 1992, Witherell is the recipient of an Outstanding Service Award for Teaching and has presented at several national and state NEW: PATHS conferences.

UC Davis general CEU units given upon completion of this workshop.

Think Change-Adapt and Thrive, or Fall Behind—Carolyn Ross, Dept. of Human Services, State of Oregon

Today's workforce is in a constant state of change. Do you believe that we are designed to change? Do you naturally resist change? This presentation will talk about how to organize each day so that your most important priorities are tended to and will inspire you to challenge yourself regarding your ideas, dreams and suggestions. This presentation will be interactive and fun and provide new tools to take care of yourself while dealing with change.

Carolyn Ross is the current Director of Human Resources for the Department of Human Services. She has been employed with the State of Oregon for the last 23 years. She has been a Manager, Trainer, Case Manager and Eligibility Specialist. Carolyn has a Masters in Training and Development and a Bachelors in Sociology and Business.

Tracking Time-on Aid—Rebecca Carter, Santa Cruz County

Have you ever encountered a 2-parent case with no TANF clock or a time clock that ran over 70 months? Did you know that both of those can be correct. Rebecca will review the basic ins and outs of tracking time for CalWORKs participants and provide you with tips and tools to keep track of it all.

Rebecca Carter has been a Staff Development Trainer for the County of Santa Cruz since 2002, where she specializes in CalWORKs and Employment Services. Rebecca's background as a CalWORKs eligibility worker and as a unit supervisor provides her with a grounded perspective of human service programs that allows her to train to the work that we do as well as the regulations.

True Colors (Personality Assessment)—Dee Blankenship and Debbie Marez, Sacramento County

Participants determine their own personality color style, learn the difference between the colors, and learn how to use this information for building work teams, improving relationships, and resolving conflicts.

Dee Blankenship has been a Training Supervisor for Sacramento County Department of Human Assistance for the last 9 years. She has been certified to present True Colors since 2003 and had the honor of presenting this topic at both State and National NEW: PATHS Conferences. This training is also given to new Sacramento County inductees. She has worked for the county for 22 years and is planning to retire June 1st of this year.

Presented in two parts; attendees will need to take both parts to complete the session.

Web Based Fraud Prevention Training—Randy Fedak, Santa Cruz County

This class will provide an overview of the latest trends in public assistance fraud, what agencies should minimally be doing to prevent fraud, and the utilization of web based technology to bring fraud training to the desktop.

Randy Fedak is the Chief Welfare Fraud Investigator for Santa Cruz County where he manages the Fraud Unit, Fair Hearings, and Information Security Units for the Human Services Department. Randy previously worked for the University of California Police system at Davis, San Diego, and Santa Cruz, rising through the ranks to the level of Assistant Chief of Police. Prior to working for the UC System, Randy was a Deputy Sheriff for San Diego County. He has a Bachelor's Degree from Davis in Physiology, and has completed the curriculum at Golden Gate University for a Master's Degree in Executive Management. Randy is a past president of the San Diego Regional Training Manager's Association, and a current Board Member at Large of the California Welfare Fraud Investigator's Association.

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We would like to express our gratitude and thanks to all of our wonderful sponsors whose generous contributions made our conference possible. Please have a look at what these agencies have to offer by visiting their websites.

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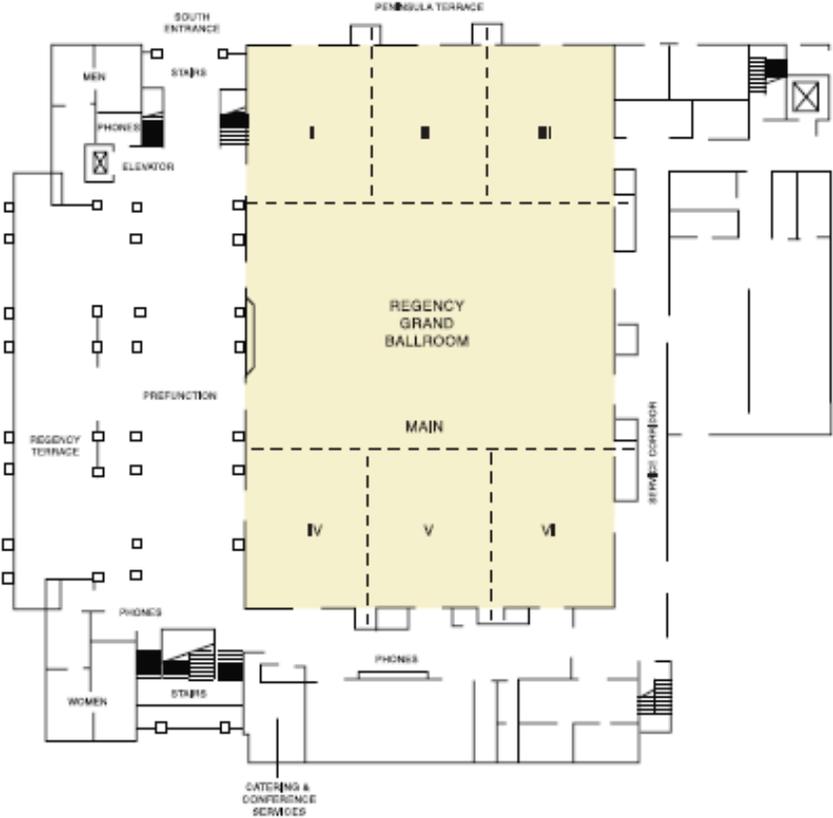
Registration, Exhibitors and workshops take place on the lower level of the Conference Center.

Opening session, Networking Lunch, President's Reception and Closing session take place on the 2nd Floor of the Conference Center.

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