

NEW: PATHS Has a Mission Inn 2011 in Riverside, California

CONFERENCE PROGRAM

22nd Annual Training Conference
January 26-28, 2011



The Mission Inn
HOTEL & SPA

A NATIONAL HISTORIC LANDMARK





Riverside's elegant Mission Inn recalls citrus empire heyday

By Gary A. Warner
Orange County Register
12/18/2010

The Mission Inn is the Winter Palace of Southern California. The 107-year-old hotel in Riverside is decked out in 3.5 million holiday lights, with fireworks set off over its cupolas built to resemble the Spanish missions.'

Crowds throng the halls, passing the suite-turned-bar where Teddy Roosevelt slept and Richard Nixon was married. They tour the chapel where Bette Davis was married, the arches under which Albert Einstein strolled and the hallways where Ronald Reagan spent the first honeymoon night of his second marriage.

It's a sprawling, rambling, eccentric old place that by all rights should have passed away along with the lifestyle it was built to celebrate. But the Mission Inn lives on through the graces of a local boy made very good who has a deep well of nostalgia for the old place and an even deeper wallet to indulge it. Time can't stand still, but on one block in downtown Riverside, it can be frozen.

"The Inland Empire" is mostly a marketing slogan these days, but there was a time not long ago when it was true. From the deserts to the mountains and almost to the sea was a vast kingdom of tidy groves of oranges, limes and avocados that flourished under the steady sun of Southern California.

At the heart of the empire, a castle was built by a brilliant eccentric named Frank Miller. His Mission Inn in Riverside opened in 1903 and towered above the homes and orchards. The hotel was a citadel of luxury where the shivering rich from the East could take the train to escape to California for the winter.

Miller, equal parts salesman and showman, would sometimes meet the train dressed as a Franciscan friar, handing out oranges to arriving guests before leading them from the station. The grand hotel became a favored playground for the Hollywood set, along with Riverside locals, who in the inn's early days lived in the city with the richest per capita population in the United States.

Miller added onto the hotel in eclectic styles drawn from his travels -- Spanish, Chinese, Italian and Japanese, with a bit of Arts & Crafts thrown in. There were flying buttresses holding up nothing, extra patios and hidden music rooms. Enamored of Asia, he put a pagoda-shaped cowl on the kitchen's chimney. The additions created a zigzagging layout that confused adults and enthralled children playing hide-and-seek. Viewed from the fourth-floor rooftop walkway, the collection of domes and staircases looks like one of those vertigo-inducing drawings by M.C. Escher.

To fill up these vast spaces, Miller became a high-class hoarder, bringing in cannons from the Philippines, a soaring carved wood and gold leaf altar piece from Mexico, Tiffany windows from a demolished church in New York and a massive temple bell from China. He put a large sitting Buddha into a room, which was later used in a movie in which 1960s bombshell Raquel Welch ended a sexy dance by plopping into the ancient wise man's lap.



The Depression hit the hotel hard and the driving force of the Mission Inn withered when Miller died in 1935. His family kept it going into the early 1950s, after which it went through a series of owners.

The empire that the Mission Inn had celebrated receded, then disappeared. The citrus orchards gave way to the tract homes, shopping centers and businesses that spilled out from the burgeoning Los Angeles area. Hollywood and the East Coast snowbirds preferred the resorts along the Pacific Coast. The inn closed in 1985, its dark shell was visible from the Riverside Freeway, which sped travelers between Los Angeles and the popular resorts in Palm Springs.

But the Winter Palace had a white knight. Duane Roberts lived a millionaire's life in Laguna Beach with his wife, Kelly. Duane's roots were in Riverside, where he and his father built a food business. Like Frank Miller, Roberts is a Republican stalwart.

Duane Roberts remembered visiting the Mission Inn for special occasions with his family. When plans to redevelop the property collapsed, he stepped in, buying it in 1992. He finished the work, reopened the hotel and has added restaurants, a wine bar, a spa created by his wife and a high-end cupcake shop overseen by his daughter, Casey. The surrounding downtown neighborhood has seen its fortunes revive along with the hotel, with shops and cafes opening in the streets alongside the inn. A few blocks away, there's an ongoing refurbishment of the landmark Fox Riverside Theater, where "Gone With the Wind" had its first public showing in 1939.

It has been a struggle at times -- especially during the recent economic downturn. The Mission Inn isn't a charity, but its owners don't expect it to throw off a lot of cash either.

The couple came to Riverside the Friday after Thanksgiving for what has become the most anticipated night in the region. With several thousand people counting down on Mission Inn Avenue, the millions of lights came on and the animated figures on the balconies and roofs of the hotel came to life. Fireworks shot into the night sky, bathing the Spanish tile roof in reds, greens and golds.

The Winter Palace was the center of life in the Inland Empire yet again.





Welcome

Hello everyone! On behalf of the California State Chapter of the National Eligibility Workers Association: Professionals Associated Through Human Services, I would like to welcome all of you to our 22nd Annual Training Conference.

Throughout the years, we have had many fun-filled and exciting themes. The theme for this year's conference is "*NEW: PATHS has a Mission Inn 2011 in Riverside, California*"—sure to make for an exciting tongue twister.

To kick-start the festivities, at our President's Reception, we will have the privilege and the honor of being presented with a piece of history from a tribe native to Riverside County, the Soboba Tribe. They have agreed to present to us, the history of their tribe, including a tradition of the Legendary Bird Song Singers. The presentation is sure to be one for the memory books. Following the reception, we will have our annual Eligibility Experts Game, so strap on your thinking caps.

The fun is not only at the conference. Take a trip and experience all that Riverside has to offer, including spas, a plethora of museums, a botanic garden and plenty of great restaurants.

I'm sure if you did not watch, you know that the Oscars was and always has been a huge success. So, along with all of the wonderful offerings of Riverside, we will be hosting our "*Night Out with the Stars Dinner—A Red Carpet Affair.*" This is our formal night of dinner, dancing and entertainment. On this night, you get to pull out that perfect suit or dress that you have wanted to wear and strut your stuff as you walk the red carpet in honor of your favorite star. Remember, not everyone wears a gown or a tuxedo, so when you dress up, don't stress.

Please be sure to have fun, because great prizes will be offered and what good is it being away if you can't take a little time to play!

I look forward to seeing you all, to fulfill our "*Mission Inn Riverside.*"

Sincerely,

Sydney Crable
President
CA State Chapter NEW: PATHS



Insert Riverside letter

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.

2010-11 Board of Directors



Pictured from bottom to top, left to right:
Phil Fincher, Sydney Crable, Bill Knight, Cesar Vera, Ginah Monroy,
Alicia Correll, Donna Cobb, Sarah Ross, Gwen Gregg, Connie
Villalobos, Alice Turney, Laura Shultz, Betty Brown, Diane Krebs
Not pictured: Trena Cambron, Patsy Meraz

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. in the San Gabriel Room. 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 presenters *John Parker* and *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. in the San Gabriel Room.

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 25, 2011

3:00 p.m. to 7:30 p.m.	Registration	<i>Monterey</i>
7:00 p.m. to 7:30 p.m.	Moderators	<i>San Gabriel</i>
7:30 p.m. to 8:00 p.m.	First Timers	<i>San Gabriel</i>

WEDNESDAY—January 26, 2011

7:00 a.m. to 7:30 a.m.	Moderators	<i>San Gabriel</i>
7:30 a.m. to 8:00 a.m.	First Timers	<i>San Gabriel</i>
7:30 a.m. to 4:30 p.m.	Registration	<i>Monterey</i>
8:00 a.m. to 5:00 p.m.	Exhibit Viewing	<i>Monterey</i>
	Opening Session	<i>Music Room</i>
8:00 a.m. to 9:15 a.m.	National Anthem Geoffrey Williams	

Welcome, Basic Housekeeping, County Roll Call

Sydney Crable, President, CA State Chapter NEW: PATHS

Susan Loew, Director, Dept. of Public Social Services, County of Riverside

Phyllis Iwasaki, Tribal TANF Unit Manager, CalWORKs Eligibility Bureau, California Department of Social Services

9:15 a.m. to 9:45 a.m.	Business Meeting Sydney Crable, President, CA Chapter NEW: PATHS Ellen Sevall, President, National Chapter NEW: PATHS	
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9:45 a.m. to 10:15 a.m.	Break	
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10:15 a.m. to 11:00 a.m.	Opening Keynote	<i>Music Room</i>
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NEW PATHers' Super "Arghs!" for Work and Life Success!

John Parker, Center for Human Services, UC Davis

11:00 a.m. to 11:45 a.m.	Health and Fitness with the Fitness Guru Andy Padilla, Health Net	
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Continued...

WEDNESDAY—January 26, 2011

12:00 p.m. to 1:00 p.m.	Networking Luncheon	<i>Music Room</i>
	Guest Speaker Changing Eligibility Processes to Meet Changing Needs Kim Forrester, Assistant Deputy Director, Strategic Planning & Operational Support, Health and Human Services Agency, County of San Diego	
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	<i>Monterey</i>
3:30 p.m. to 5:00 p.m.	Workshops—Session B	
6:30 p.m. to 10:30 p.m.	President’s Reception <ul style="list-style-type: none">• Performance by Soboba Band of Luiseño Indians• Eligibility Expert Game	<i>Music Room</i>

THURSDAY—January 27, 2011

7:30 a.m. to 8:00 a.m.	First Timers	<i>San Gabriel</i>
7:30 a.m. to 4:30 p.m.	Registration	<i>Monterey</i>
8:00 a.m. to 5:00 p.m.	Exhibit Viewing	<i>Monterey</i>
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	<i>Monterey</i>
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	<i>Monterey</i>
3:00 p.m. to 4:30 p.m.	Workshops—Session F	
6:00 p.m. to 9:00 p.m.	Night Out with the Stars Dinner—A Red Carpet Affair Riverside Marriott, 3400 Market Street, Riverside-- <i>Ballroom</i> (shuttle service courtesy of Mission Inn, free parking at Riverside Marriott for those who drive)	

FRIDAY—January 28, 2011

8:00 a.m. to 12:30 p.m.	Exhibit Viewing	<i>Monterey</i>
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	<i>Monterey</i>
10:00 a.m. to 12:30 p.m.	Closing Session	<i>Spanish Art Gallery</i>
	The Power of Perspective	
	Derek Clark, Author, Speaker and Owner of Never Limit Your Life	

Guest Speakers



Opening Keynote

Wednesday, January 26, 2011, 10:00 a.m. to 10:45 a.m.

NEW PATHers' Super "Arghs!" for Work and Life Success!

John Parker, Center for Human Services, UC Davis Extension

John Parker, author, speaker, team-builder and instructor for the Center for Human Services at UC Davis brings his always fresh insights to us in:

- How to survive boat-rocking without throwing up
- Regaining control, when everything is out of control
- Turning messy failures into messy successes
- Making work your thrill-ride
- ...plus much, much more!

Opening Keynote sponsored by



Networking Lunch

Wednesday, January 26, 2011, 12:00 p.m. to 1:00 p.m.

Changing Eligibility Processes to Meet Changing Needs

Kim Forrester, Assistant Deputy Director, Strategic Planning & Operational Support, Health and Human Services Agency, County of San Diego



Closing Keynote

Friday, January 28, 2011, 11:00 a.m. to 12:00 p.m.

The Power of Perspective

Derek Clark, Author, Speaker and Owner of Never Limit Your Life

Derek's programs inspire people to discover the resources within themselves to overcome any obstacle, no matter how daunting. Audiences nationwide have been inspired by his powerful message of hope, determination and courage. Combining his business expertise with a triumphant personal history, Derek has shown his listeners that they too can thrive in their organizations by reaching beyond perceived and self-imposed limitations. He has shown that everyone has the power to take leadership through personal accountability and vision. He will demonstrate that personal and professional success begins, first and foremost, with our attitude.

To find out more about Derek Clark and his inspiring programs, visit
www.IWillNeverGiveUp.com and
www.NeverLimitYourLife.com

Special Events

Networking Lunch

Come network with colleagues from around the state and hear our guest speaker, Kim Forrester, Assistant Deputy Director, Strategic Planning & Operational Support, Health and Human Services Agency, County of San Diego speak on "Changing Eligibility Processes to Meet Changing Needs."

President's Reception

Come to the President's Reception on Wednesday at 6:30 p.m. for some appetizers, no host bar and more networking with colleagues, meet new colleagues and the board of the directors and you especially won't want to miss a special performance by Soboba Band of Luiseño Indians. The annual Eligibility Expert game will follow after the reception.

Night Out with the Stars Dinner

Have you ever been intrigued about the Academy Awards or the Oscars? Well this is your chance. Feel like the star you know you are at our Red Carpet Affair. Enjoy some Hollywood glitz and glamour. Come dressed as your favorite movie star or for a black-tie affair. Experience the real thing walking the Red Carpet, the paparazzi, while dressed to the nines in a long flowing gown or black jacket. You never know who you might run into. The event will take place Thursday, January 27th; there will be dinner and live entertainment. Your conference registration fee includes this event however, if you plan to bring a guest, the cost is \$35/person. Go to Registration Desk to purchase additional guest tickets. Dinner was made possible by our sponsor:



Break Refreshments

Refreshments will be served in between workshops and was made possible by our sponsors:



Giveaway items

Conference bag items and other giveaway items were provided by San Bernardino County NEW: PATHS members Gwen Gregg, April Klump, Candra Malone, Connie Villalobos and Barbara Whittington and the following sponsors:



See the Soboba Band of Luiseño Indians perform at the President's Reception

by Shonta Chaloux, Executive Director, Soboba Tribal TANF



On June 19, 1883 the Soboba Indian Reservation was established by an Executive Order that set aside 3,172.03 acres of land for the Soboba Band of Luiseño Indians for their permanent occupation and use. Located at the

foothills of the San Jacinto Mountains in Riverside County, the reservation has deep canyons and rolling hills. It is 1,600 feet above sea level beginning at the San Jacinto River, which borders the Reservation's western boundary and climbs to about 2,600 feet in the northeastern and southern portions.

Soboba would later come under Mission influence by Mexico's occupation of California near the end of the 18th century. Mission San Juan Capistrano was established in 1776. Franciscans recorded a Rancharia located in the San Jacinto Valley. Soon after the formation of Mission San Luis Rey in 1798, Rancho San Jacinto was described by Fr. Jose Sanchez in September of 1798 as follows: "Proceeding in the same direction, we stopped at Jaguara, so-called by the natives, but by our people San Jacinto. This is the rancho for the cattle of San Luis Rey, distant from Temecula about eleven or twelve leagues."

The Luiseño language is an Uto-Aztecan language of California spoken by the Luiseño, a Native American people. During the 16th century, at the time of first contacts with the Spanish, Luiseño inhabited the coastal area of Southern California, ranging 50 miles from the southern part of Los Angeles County to the northern part of San Diego County and inland 30 miles. The people are called "Luiseño" due to their proximity to the Mission San Luis Rey de Francia.

For the past 127 years, the Tribe and its members have worked hard to build a strong Soboba Community. From its earliest years, the Luiseño people worked the land to develop a self-sufficient

agricultural economy. Many worked in the outside communities in the apricot and citrus industries. Today, the tribe remains a strong economic force in the San Jacinto Valley establishing working relationships with other tribes, while being committed to creating sustainable partnerships and relationships with their non-native neighbors just as in the earliest of times.

Indigenous people often sing their stories; Native Americans everywhere sang songs about various elements of creation, the plants animals and people. The Luiseño Indians of Southern CA sing birdsongs which are ancient stories that tell of special places and the relationship of humans, animals and creation. Gourd rattles are typically used during traditional Native American bird songs and bird dances, including religious and spiritual ceremonies.

Since the beginning of our origin Bird singers have shared their songs with the people and they continue to sing as women dance the bird dances. As part of the tradition while bird singers stand and sing their birdsongs women dancers often join them, by dancing the women in this way the women put the songs into motion and make them live again.



The Soboba Band of Luiseño Indians and its culture department share and continue to teach young men and women to carry on the tradition of bird singing and dancing. They keep the songs alive among the Luiseño people at social gatherings held on and off the reservation.

Join us at the President's Reception on Wednesday evening to see the Bird singers perform.

Insert Riverside CC

Workshops

WEDNESDAY—January 26, 2011

Session A—1:30 p.m. to 3:00 p.m.

More Sealegs for Success!—*John Parker*

San Gabriel

If you like John Parker's keynote you will not want to miss this workshop. The author, speaker, Center for Human Services, UC Davis instructor brings more fresh insights to us from his new book including such topics as:

- Loving yourself into healthier relationships
- Discovering almost a zillion ways we block love
- Getting better at taking care of yourself and others
- The power of powerlessness
- Embracing the joy of your journey

You will leave with great tools for sailing yourself and others through life and work victoriously.

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

Benefits Enrollment Centers and How They Can Help Make Life Easier for Eligibility Workers—*Josh Wertheimer*

San Diego East

Learn about community-based Benefits Enrollment Centers with knowledgeable benefits counselors who are trusted by vulnerable seniors and younger adults living with disabilities who assist those populations to submit "clean" applications for Medi-Cal, CalFresh, energy assistance and more. Dream with us about the efficiencies that can be achieved and the barriers reduced by Benefits Enrollment Centers partnering with eligibility offices.

Cutting Costs In Tough Times: QMB, SLMB, QI-1 & LIS—*Linda Bylow*

San Diego West

Our 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.

How to Manage Change and Reduce Negativity—*John Parker**San Gabriel*

There are often struggles and challenges that accompany the chaos and change of these days. In this workshop we will investigate how to better understand change, deal with change in healthy ways and lead others through change individually and corporately. Topics include: change models and maps, chaos and creativity, change analysis, change mastery, change with health, change cushions and change support. Upon completion participants will have a number of resources to use for coping with change challenges both at work and with other aspects of life.

Determining Correct CalWORKs Assistance Units in Complex Family Situations—*Dan Witherell**San Diego East*

This workshop will explore the complexities of the CalWORKs assistance unit. Discussion will center on the correct application of program rules based on the household's members living arrangement and their relationship to each other and to the aided children in the home. Topics will include; pregnant women only cases, step-parents, same sex marriages, domestic partners, married children, minor parent cases, non-parent caretaker relatives, three generation AUs and cases with ineligible, penalized or sanctioned individuals. Participants will gain a greater understanding of the role of mandatory inclusion, exclusion and optional people in making correct CalWORKs assistance unit determinations.

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

Medi-Cal 250% Working Disabled Program: New Changes Afloat—*Karla Bell**San Diego West*

Californians with disabilities want to work and are working and they can keep their Medi-Cal and In-Home Supportive Services (IHSS). This workshop will provide an overview of the Medi-Cal 250% Working Disabled Program, including the fact that individuals are able to earn up to \$55,000 per year and still maintain their Medi-Cal! New features of the program with the passage of AB 1269 will be described, including the ability to save assets without a limit, exemption of some forms of retirement income and modification of premium structure. Information will also be provided on online tools and resources for supporting the work efforts of individuals with disabilities. Join us and share your insights about program enrollment and let us know how we can help support training efforts on the program in your county.

How to Manage Change and Reduce Negativity—John Parker

San Gabriel

There are often struggles and challenges that accompany the chaos and change of these days. In this workshop we will investigate how to better understand change, deal with change in healthy ways and lead others through change individually and corporately. Topics include: change models and maps, chaos and creativity, change analysis, change mastery, change with health, change cushions and change support. Upon completion participants will have a number of resources to use for coping with change challenges both at work and with other aspects of life.

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

Effective Tools for Service Delivery—Dan Witherell

San Diego East

This workshop will explore the challenges and discuss the tools used by eligibility staff to assist them in maintaining integrity and professionalism in case documentation and customer communication. Topics discussed will include; the purpose and goals of case recording; elements of effective case records; communication strategies to maximize both the quantity and quality of the information received from applicants and recipients. Participants in this workshop will evaluate and share current techniques used as well as exploring alternative techniques to effectively communicate with the population they serve.

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

Showing Your True Colors, Part 1—Jennifer Sipe

San Diego West

Each of us has our own style, preferences and ways of working. So how can we all work/live together? The True Colors® Personal Success workshop helps participants explore their own and other's distinctive personality strengths and stressors. They learn to respect and appreciate differences in the ways people function and better understand relationship building, effective communication and team effort.

This is part one of a two part workshop. Part two continues after the morning break.

CalWORKs Exemptions & Extenders...Mystery Solved!—

San Gabriel

Rebecca Carter

Do you know the difference between exemptions and extenders? Are you always sure when the Time-on-Aid clocks stop and when they don't? If you answered no to either of these questions I have some tips and tools for you!

Benefits CalWIN: a Mission Towards Self-Service—Patsy Faszler and Pennie Blankenship

San Diego East

Benefits CalWIN is the online application for program eligibility. Please join us for a presentation that will include a review of the Benefits CalWIN current functionality and that will also showcase the system enhancements scheduled to be in production this Spring! Time will be allotted for questions from the participants.

Showing Your True Colors, Part 2—Jennifer Sipe

San Diego West

Each of us has our own style, preferences and ways of working. So how can we all work/live together? The True Colors® Personal Success workshop helps participants explore their own and other's distinctive personality strengths and stressors. They learn to respect and appreciate differences in the ways people function and better understand relationship building, effective communication and team effort.

Part two: Workshop attendees must have taken part one.

Encouraging and Maximizing Participation of the Elderly and Disabled in the CalFresh Program—*Dan Witherell*

San Gabriel

The USDA estimates most California counties have low CalFresh participation rates ranging from less than 50 to 70 percent. This workshop will explore the elderly and disabled as potentially underserved segments of the population. Barriers and other obstacles to participation will be discussed including; the negative stigma of receiving benefits, misinformation or lack of information about the program; forgotten or underutilized program deductions and other rules that apply to this population. Participants of this workshop will gain a greater understanding of the rules and develop strategies to deal with the specific challenges faced in serving the elderly and disabled.

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

eICT: the Mission to Create a Single Approach for Inter-County Transfers—*Jo Anne Osborn and Judith Roldan*

San Diego East

Did you know that there will soon be ONE process for inter-county transfers, regardless of whether the client resides in (or moves to) a county that belongs to LEADER, C-IV or CalWIN? Workers statewide will initiate the ICT within their Consortium system to create and transfer the records and document images in their county through through eICT, electronically to the other county.

This presentation will share information on how representatives from the three Consortia that comprise all 58 California counties came together to agree upon the process that will be used by each county, beginning this March 28th. We will also give an overview of just what that process will be and how the interface will support transferring the required verification and validation document images from one county and/or consortium to another.

Medi-Cal Retention – Save Cost, Keeping Eligible Families Covered—*Araceli Solorzano and Lucy Ventura-Nunez*

San Diego West

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.

Determining Correct CalWORKs Assistance Units in Complex Family Situations—Dan Witherell*San Gabriel*

This workshop will explore the complexities of the CalWORKs assistance unit. Discussion will center on the correct application of program rules based on the household's members living arrangement and their relationship to each other and to the aided children in the home. Topics will include; pregnant women only cases, step-parents, same sex marriages, domestic partners, married children, minor parent cases, non-parent caretaker relatives, three generation AUs and cases with ineligible, penalized or sanctioned individuals. Participants will gain a greater understanding of the role of mandatory inclusion, exclusion and optional people in making correct CalWORKs assistance unit determinations.

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

The Importance of Collaborating and Cross Training of Tribal TANF & County Staff—Natalie Chacon, Shonta Chaloux and Melinda Estrada*San Diego East*

This workshop will discuss and share differences in services from Tribal TANF and the County program as well as service areas, service population and requirements for services. Discuss the importance of collaboration between Tribal TANF and County agencies and staff. Discuss why there is a need for cross training of staff for fraud preventions and non-duplication of aid.

Empowering Eligibility Workers to Do More with Compass Pilot™—Matt Maguire*San Diego West*

In Human Services agencies across the country, customer service levels are dropping while caseloads increase. Many agencies have added document management systems (DMS) but are yet realize the efficiencies the systems originally promised. Compass Pilot™ from Northwoods works in concert with an agency's DMS to streamline business processes. Pilot is designed with Human Services agencies in mind. It integrates with Compass Software® products, the existing DMS and even state systems to give case managers a single interface in which to index documents, complete forms, retrieve documents and other information and manage their workdays. Compass Software can reduce backlogs in centralized scanning areas and provide the return on investment and efficiency gains you expected from your DMS.

Effective Tools for Service Delivery—*Dan Witherell*

San Diego East

This workshop will explore the challenges and discuss the tools used by eligibility staff to assist them in maintaining integrity and professionalism in case documentation and customer communication. Topics discussed will include; the purpose and goals of case recording; elements of effective case records; communication strategies to maximize both the quantity and quality of the information received from applicants and recipients. Participants in this workshop will evaluate and share current techniques used as well as exploring alternative techniques to effectively communicate with the population they serve.

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

Managing Stress—*Eugenia A. Turner*

San Diego West

Stress is constantly in our lives, at work, home and even in play. Knowing some of the danger signs and symptoms of stress can help one to begin to take action to manage it. Effective coping techniques will be covered and demonstrated with audience participation.

Biographies

Guest Speakers

John Parker, M.A., instructor, facilitator and keynoter has been encouraging and equipping human services professionals through the Center for Human Services at UC Davis since 1997. With over 30 years of life-coaching experience, Parker also works with organizations and business professionals through [Parker ReSources](#) toward successful interpersonal communications, conflict resolution, stress reduction and strategic planning.

Kim Forrester started as an Eligibility Worker in San Diego County in December 1980. She had the opportunity to work in all public assistance programs in various aspects. This was of great assistance with new assignments. Other positions included Eligibility Supervisor, Appeals Representative and Hearing Officer, Manager/Assistant Manager at a Family Resource Center and Assistant Deputy Director. Currently, Kim is the Assistant Deputy Director, Strategic Planning & Operational Support at the Health and Human Services Agency, County of San Diego and oversees Administrative Support, Fraud & Integrity (Appeals, Overpayment Specialist Unit, Quality Assurance, Office of Eligibility Improvement (Corrective Action, Quality Control), ACCESS Customer Service Center, Automation, etc.

Derek W. Clark is an Inspiring Motivational Speaker and the Author of the “I Will Never Give Up” book series which includes the award winning and critically acclaimed autobiographical books: “I Will Never Give Up,” “I Will Never Give Up For The Teenager” and “I Will Never Give Up On God Again.” Derek spent 13 years in the foster care system. At five years old his mother and stepfather turned him over to the county social services and yet, they kept his brother and sister. Derek inspires youth and adults across this nation to never give up and to not let the past limit their incredible future. He shares his message of courage, hope and perseverance to help others find the strength to never give up.

Workshop Presenters

Karla Bell is a Program Manager for the 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 has worked in the fields of human services and education for the past eighteen years. She has extensive experience training and counseling consumers, family members and service providers about federal and state work incentives and benefits. As a certified Community Work Incentives Coordinator and Disability Program Navigator, she has assisted people with disabilities with benefits and employment at the San Diego One-Stop Career Centers. Her role at CHIIP includes managing their benefits planning initiatives, providing statewide monthly webinars on benefits planning topics and providing trainings on the Medi-Cal Working Disabled Program throughout the state. Karla received her M.A. in Education from San Diego State University.

Pennie Blankenship is a Customer Liaison for the CalWIN project, where she currently provides solution support, training and advice to the consortium counties. Pennie has 16 years of operational and consulting experience in the Human Services industry, including training, testing, curriculum development and customer relations.

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.

Rebecca Carter is currently a Staff Development Trainer for the County of Santa Cruz and specializes in both CalWORKs cash aid and employment services. Before Rebecca became a trainer she was a line worker and then a supervisor for the Food Stamp Unit and then an Intake Unit. She also has a background in customer service prior to being hired by the county.

Patsy Faszer is an Advanced Business Analyst/Customer Liaison with Hewlett Packard on the CalWIN account at the Folsom Project site. She previously worked for Sacramento County for 25 years, during which time she served as a County Consultant on the ISAWS Project for five years. In 2004 she left county service to return to ISAWS as a consultant and later accepted a position as a CalWIN Trainer. Her current position as Customer Liaison assists the CalWIN consortium counties with automated solutions to their business needs. Patsy is a founding member of both the Sacramento Valley Chapter of NEW:PATHS and the California State Chapter, where she served on the Board of Directors continuously from 1989 to 2005. She is the State Chapter Past President, serving from 2003-2005.

Matt Maguire has worked in the document imaging arena for over a decade. For the past 3 years, he has been focused on Health and Human Services, specializing in Public Assistance. Based on the west coast, Matt spends much of his time in the California counties. He is willing to provide demonstrations at your agency, should you feel it would benefit others in your county.

Jo Anne Osborn is a Senior Business Analyst/Employment Services and ICT Track Lead for the WCDS Consortium - CalWIN. She has served as a subject matter expert for the Consortium since 1998. She has 32 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 and Data Conversion.

John Parker, M.A., instructor, facilitator and keynoter has been encouraging and equipping human services professionals through the Center for Human Services at UC Davis since 1997. With over 30 years of life-coaching experience, Parker also works with organizations and business professionals through Parker ReSources toward successful interpersonal communications, conflict resolution, stress reduction and strategic planning.

Judith Roldan is an Information System Supervisor for the Los Angeles County Department of Public Social Services, LEADER system. She is in charge of the Interface I Team which consists of MEDS, CCSAS, WDTIP, eICT and SFIS interfaces. Prior to joining DPSS she worked in the Child Support Service Department of Los Angeles County. During that time she helped to achieve the successful conversion of LA CSSD to the State wide child support automated system, known as CCSAS-CSE.

Jennifer Sipe is employed with Sacramento County as a Medi-Cal Program Specialist. She is also the President of the Sacramento Valley Chapter of NEW: PATHS and the Treasurer for the National NEW: PATHS Board of Directors and is the chair of the Professional Development committee. Jennifer is a certified True Colors Facilitator.

Araceli Solorzano, Supervisor of Health Net's State Health Programs Enrollment Services/Retention Statewide Call Center. Araceli supervises a team of 16 phone reps that provide enrollment and retention assistance for Medi-Cal, Healthy Families, AIM & Health Kids programs. Araceli is a graduate of California State University, Dominguez Hills with a BA in Spanish emphasis on Public Service. Prior to joining Health Net in 2006, Araceli was a Certified Application Assistor for over eight years, successfully assisting within in her local community to enroll many families onto the Medi-Cal and Health Families programs. Araceli 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.

Eugenia A. Turner holds a Masters in Social Work from California State University in San Bernardino. She has over 15 years of experience in various professional capacities including teaching, training, counseling, and private and public sector consulting. Her experiences run the gamut from early childhood and secondary education to private industry psychotherapy, to adjunct faculty member for San Bernardino Community College District to performance coaching and leadership development. In addition to being an instructor in the Management and Leadership Academy, Eugenia presents a variety of training programs for Performance Education & Resource Centers —PERC, Human Services Agency, County of San Bernardino.

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 Healthy Families, Healthy Kids and AIM. Lucy has extensive health care experience with over 18 years in Health Net's State Health Programs. Within the past eight 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 lost Medi-Cal eligibility. Through these efforts she and her team routinely help approximately 2,500 members per month retain or regain their health coverage

Josh Wertheimer is a program associate with the National Center for Benefits Outreach and Enrollment at the National Council on Aging in Washington, DC. The National Center for Benefits Outreach and Enrollment (www.CenterforBenefits.org) helps organizations enroll seniors and younger adults with disabilities with limited means into the benefits programs for which they are eligible so that they can remain healthy and improve the quality of their lives. Josh manages the grants to Benefits Enrollment Centers, which provide person-centered benefits enrollment assistance to seniors and adults living with disabilities. Prior to working at NCOA, Josh was a research assistant with the nonpartisan Council on Competitiveness, where he provided technical assistance to local workforce development programs for older workers.

Daniel Witherell has been in the human services industry for over 25 years as an Eligibility Worker, Supervisor and Trainer. He has been an instructor for the Center for Human Services at UC Davis since 1991 conducting workshops in CaWORKs, CalFresh, Medi-Cal, CMSP, Supervision and Automation.

Soboba Band of Luiseño Indians: Melinda Estrada, Site Manger; **Natalie Chacon**, Lead Eligibility Worker; **Shonta Chaloux**, Executive Director

In 2005, the Soboba Band of Luiseño Indians was designated to implement and administer the Tribal TANF program for American Indian Families living on the Soboba Indian Reservation and within the City of Riverside. Tribal Assistance for Needy Families (TANF) is a Federal and State funded program that provides time-limited assistance to needy families with a child in an effort for those children to be cared for in their homes or in the homes of their relatives. The Soboba Tribal TANF program was designed to provide cash assistance and supportive services to meet the specific needs of Native American Families and establish flexibility to address & focus on a variety of Cultural and traditional needs.

As a Sovereign nation our mission is to assist American Indian families and future generations to reach their fullest potential in securing economic stability while encouraging wellness in the family. Soboba Tribal TANF strives to provide welfare related services to eligible Native American families who meet all STTP requirements in an equitable and fair method according to customs and traditions.

A large part of the success of the Soboba Tribal TANF program is our ability to keep a hands-on approach with all tribal TANF participants allowing the Soboba Tribal TANF program to reach and exceed the federally mandated work participation rate.

Thanks to Our Sponsors

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.

www.accenture.com



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www.humanservices.ucdavis.edu



We'd also like to thank and acknowledge San Bernardino County NEW: PATHS members Gwen Gregg, April Klump, Candra Malone, Connie Villalobos and Barbara Whittington for their fundraising efforts which supported the conference.

Exhibitors

Betty's Jewelry

California Health Incentives Improvement Project (CHIIP)
San Diego State University Interwork Institute

Center for Human Services, UC Davis Extension
University of California at Davis

Health Net

Northwoods Consulting Partners

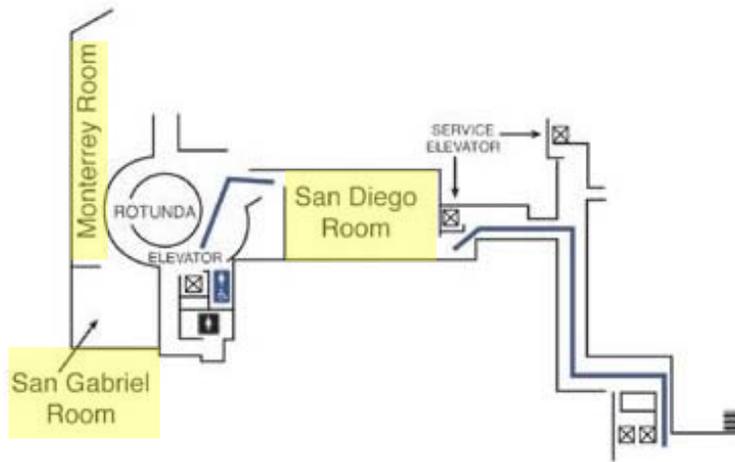
Social Service Coordinators, Inc. (SSC)

California State Chapter of NEW: PATHS

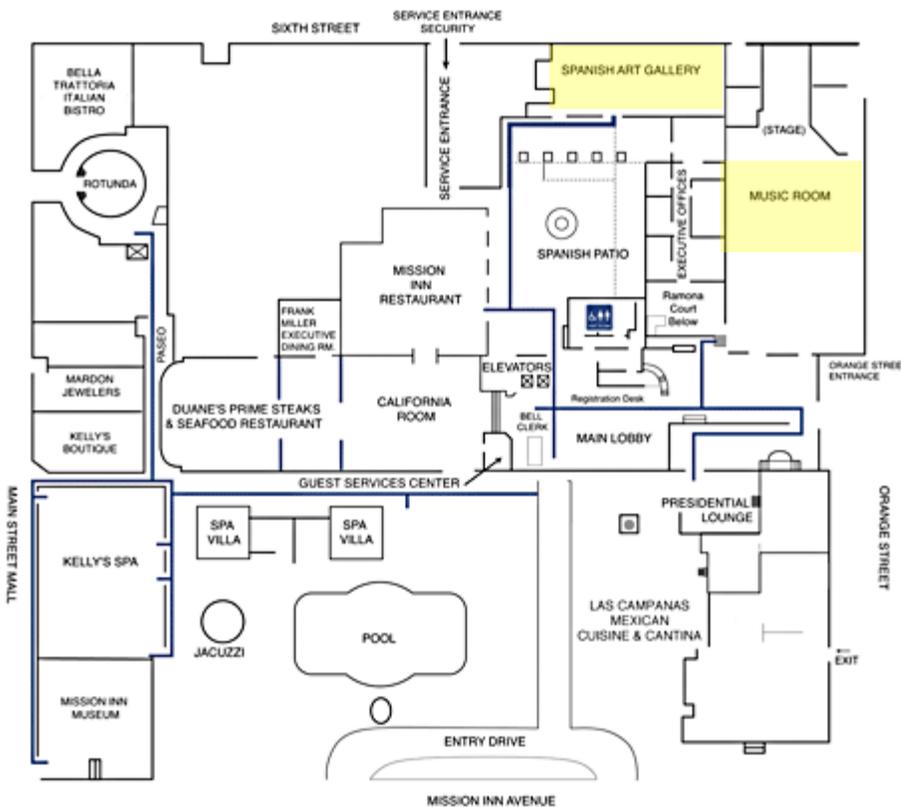
Hotel Map

Registration Desk, exhibitors and all workshops take place on the third floor

THIRD FLOOR PLAN



Opening session, networking lunch, President's Reception and closing session take place either in the Music Room or Spanish Art Gallery on ground floor.



Insert ad

Notes

Save the Dates . . .

**You Otter Go Sea NEW: PATHS
in Monterey in 2012**



January 25-27, 2012

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