Some men see things as they are and say, “Why?” I dream of things that never were and say, “Why not?”

Goerge Bernard Shaw

Victim Services’ 10th Annual Soup Bowls event was a spectacular accomplishment. Over one hundred guests attended the event, and a total of $1,593 was raised to benefit victims of domestic violence.

Hand painted bowls were created by kids at the John Wells Center. Delicious soups were donated by restaurants throughout the community, as well as by Mattie Mendez, Liz Delano, Melisa DaSilva, Jeannie Stapleton and Lee Ann Wylie. The VFW Hall was decorated in a wonderful fall theme, and there were fabulous baskets raffled off. The keynote speaker, Alma Lopez, was very inspirational in sharing her empowering life story about what she endured to become who she is today.

On behalf of Victim Services, we would like to thank all those who attended and we look forward to the coming year.

SPECIAL THANKS to Jennifer Clark and the children from the Art Class who dedicated their time and effort to painting the bowls, Victim Services/CAPMC Staff members: Lucero Delatorre, Beryl Raviscioni, Elizabeth Wesson, Sharon Cioffi, Tina Figueroa, Angelina Hernandez, Araceli Gaona, Evelyn Cortez, Jennifer Coronado, Mary Ariz, Norma Alvarez, Millie Renteria, and Luvi Maqueda; and Volunteers John Anderson, Yvonne Frisbee, Sue Ellen Wiseman, and Joanne Melgar.

During the month of October, in honor of Domestic Violence Awareness Month, Victim Services staff members Yvette Gutierrez and Araceli Gaona developed a display for the Madera County Government Center that included staggering facts about domestic violence and information about Victim Services Center.
ARACELI GAONA, Victim Services Advocate, did a superb job facilitating the first Homicide Survivors Support Group.

ALMA LOPEZ/GUERRA and SUMMER GONZALES, FMHS Area Managers, contacted local agencies to increase networking and effective communication regarding children with suspected or identified disabilities.

ARMANDO MEZA and FRANK RIVAS, FMHS Maintenance Staff, travelled to all nine FMHS centers to pick up unused large items to ensure safety and cleanliness at all times.

BEATRICE SOUSA, BRIAN MARCELLO, ELVA LUGO, MARIA VILLAFAN, and MARIA A. HERNANDEZ, Mis Tesoros Head Start staff, have been staying past their normal work hours and working as a team to prepare the center for the children. Their supervisor said they are always willing to go above and beyond.

CATA RODRIGUEZ, Mis Tesoros Head Start Site Supervisor, accepted a child with special needs placed at her site with open arms and a willingness to learn.

ELIZABETH WISENER, Community and Family Services Program Manager, assisted staff members on different occasions with reports on short notice. Thank you for your willingness to help, although it is no longer part of your scope of work!

EVANGELINA ROMERO, Food Service Worker at Verdell McKelvey Head Start, has been transporting food while being short-staffed. She always makes sure that children are fed.

GINO BUENROSTO, Facilities Maintenance worker, was recognized by SIX different CAPMC staffers this month for his hard work, efficiency, and helpful attitude.

IRENE YANG and the HR STAFF always resolving issues in a timely manner.

JOHN HOWLAND and FACILITIES MAINTENANCE STAFF are appreciated for all the work they did on the recent renovation of the Martha Diaz Shelter, and for keeping the centers clean and safe. You guys are the best!

LETICIA LUJAN-ROJAS, Homeless Prevention Coordinator, did a wonderful job presenting the 10-Year Homeless Plan to City Council last month.

LUCILA MILAN, Shunammite Place Resident Manager, recently planned a celebration honoring each Shunammite participant for a strength.

MARGARET ADKINSON, (pictured right) created a Fun Energetic Cheer that earned their center First Place in the FMHS Recognition Event cheer contest.

MARY ARIZ and ARACELI GAONA, Victim Services Advocates, were complimented by a Prosecutor from the DA’s office for their support of a family of a sexual assault case that ended in a guilty verdict.

MONICA MARTINEZ, Associate Teacher for Fairmead Head Start, organized and worked together with teachers from the elementary school to continue to provide the Reading and Computer Program and science activities for the children.

PRUDENCE GOWDY, Cook at Mariposa Head Start, has found different food options for children with food allergies. She also assists teachers in the classroom.

SANDRA CEVASCO, Alternative Payment Program Administrative Aide, implemented a process for improving ergonomics in her department.

SANDRA RAMIREZ, Accountant Program Manager, recently took a lot of time away from her busy schedule to assist an employee with 403(b) questions, and on another occasion she helped an employee with a moment’s notice.

SILVIA SANDOVAL (pictured left), Madera Head Start Center Director, was caught mopping her center’s floors to keep the environment clean and safe for children, parents and staff. Another person said she goes above just running the center by staying late when needed.

VANESSA CARROLL (pictured above, right) designed the awesome shirts that her center’s staff wore on recognition day.

MARIA RAMIREZ (pictured left), Madera Head Start Program Technician, graduated with a Bachelor of Science Degree in Human Services from University of Phoenix. She is the first person in her family to obtain a college degree. Way to go!

JULIE DOLL, Madera Head Start Site Supervisor at Verdell McKelvey Center, graduated in August with her Bachelor of Arts Degree in Early Childhood Development (Summa cum laude!).

CATA RODRIGUEZ, Madera Head Start Site Supervisor at Mis Tesoros Center, earned her Associate of Science Degree in Child Development.
EMPLOYEE SPOTLIGHT

Name: Carol Chavez
Job Title: Data Entry Technician

How long have you worked for CAPMC? I started as a volunteer in July 2009, and became an employee in March 2011.

Where were you born and raised? Born in Fresno and raised in Madera.

What do you do in your spare time? Spend time with my children.

Family: My children Irene (nine years old), Anthony (seven years old), and Angelica (six years old)
Favorite Saying: “Quiero y Estoy” (I want to be and I am)
Favorite Vacation Spot: Rosarito, Mexico
Favorite junk food: Hot Cheetos and Pepsi
Favorite Song: “Halo” by Beyoncé
Favorite Sports Teams: LA Lakers & 49ers
Favorite TV Show: George Lopez Show
Favorite Holiday: Christmas

Greatest Achievement: Being offered a provisional position here at CAPMC

Best advice ever given: “Always remember where you came from, and don’t act like you were never there.”

If you were stuck on a desert island and could only have 3 things, what would they be: Food, sunscreen, a big yacht.

Of all people who would you like to have dinner with and why? Kobe Bryant, because he is such a good basketball player, and to ask him for free tickets to their next Championship game.

Random Fact: I can eat a whole pizza by myself and two glasses of Pepsi (not a personal pizza).

“My job is fun. I actually love what I do, especially working with such dedicated co-workers like Sandra Cevasco, who first trained me when I came to APP.”

MARK YOUR CALENDAR...

TODAY, November 18: Employee Store in CAPMC Conference Room 1A, 9:30—11:00 am
Thursday, November 24 & Friday, November 25: CAPMC Offices Closed. Happy Thanksgiving!
Friday, December 16: Annual Holiday Boutique. More information to follow.

TREES FOR CHARITY

Plans are underway for an Agency-sponsored tree at Trees for Charity on December 3, 2011. In past years the agency has raised about $2000 to $3000 for the tree which benefits our Relay for Life team. Every year, CFO Donna Tooley has taken the lead on the tree, donating time and much of the cost out of her own pocket. If you would like to make a donation for the tree, please contact Melisa DaSilva at 675-5748.

RELAY FOR LIFE

★ Madera Migrant Head Start raised $122 through their End of the Year 50/50 raffle.
★ Fresno Migrant Head Start raised $609.00 with a 50/50 Raffle and Gift Basket Raffle. Yahoo-way to go Fresno!
★ Any donations to Relay for Life are appreciated. Plan a special event with your work team (benefit lunch, craft sale, etc.) and let CAPMC staff support you!
★ The Relay is on May 5-6, 2012 at Lion’s Town & Country Park. Lots of walkers are still needed to fill the CAPMC team. Each team member is encouraged to raise $100 in donations. Contact Donna Tooley at 675-5755 if you are interested in participating.

As of November: $4,064.70

GOAL: $17,000
REEDLEY HEAD START’S HARVEST DOOR DECORATING CONTEST
By Dina Galvan, Center Director

During the month of October, staff have the opportunity to decorate a door, and then parents or visitors vote on their favorite. A total of eight doors were decorated, and below are the top three vote-getters:

REEDLEY HEAD START CENTER RENAMED IN HONOR OF INEZ C. RODRIGUEZ
By Flora Chacon, Fresno Migrant Head Start Program Director

On October 28, 2011 the Fresno Migrant Head Start program honored Mrs. Inez C Rodriquez by dedicating the center located in Reedley, California to her. The Center now named the Inez C. Rodriquez Migrant Head Start Center was full of decor, laughter and gratitude on the day of the dedication. The staff was so privileged to have worked with such a pioneer in the field of early childhood education, and naming the center after Inez was a small token compared to all of the years she worked passionately for countless numbers of migrant children. Mrs. Rodriquez was remembered by family, staff, colleagues and parents that attended the ceremony. Mr. Bill Castellanos, Community Action Partnership of San Luis Obispo CYFS Division Director, delivered a heartfelt poem that touched everyone and brought some to tears. “We will never see such dedication and compassion,” stated a few staff members. The ceremony ended with Mariachis, and a full sheet of delicious carrot cake bearing her picture.

2010-11 MADERA MIGRANT/SEASONAL HEAD START REGULAR PROGRAM YEAR COMES TO A CLOSE
By Norma Blanco, Madera Head Start Area Manager

The Madera Migrant/Seasonal program recently ended. Although many of the centers have geared up for the winter program, the accomplishments of the season should not go unnoticed.

The staff at Los Ninos did an awesome job providing a high-quality environment for all children. The photos at right are from the Year End Event, where families received binders filled with work their child completed while enrolled.

Pomona staff accepted challenges with a positive attitude. The photo (right, bottom) is from the year-end parent activity, where the children and their parents enjoyed a Reptile Show.
FRESNO MIGRANT HEAD START VALUE RECOGNITION

Fresno Migrant Head Start team is truly full value-driven individuals, evidenced by the 400+ nominations that were received for this year’s Value Recognition Event. Once submitted, the CAPMC Recognition Committee read through each nomination and selected winners from each center. From those winners, one was chosen to hold CAPMC’s designation as the Overall Winner for that value. Congratulations to all winners, and thanks to FMHS staff for their contributions.

<table>
<thead>
<tr>
<th>Community</th>
<th>Trustworthiness</th>
<th>Respect</th>
<th>Responsibility</th>
<th>Fairness</th>
<th>Caring</th>
<th>Citizenship</th>
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<td>Maria Arredondo</td>
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<td>Anna Fernandez</td>
<td>Johanna Solorio</td>
<td>Angelina Lemus</td>
<td>Esther Lopez</td>
<td>Rita Solorio</td>
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<td>Veronica Garcia</td>
<td>Yolanda Shepard</td>
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<td>Maria Mercado</td>
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<td>Joe Castro</td>
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<td>Orange Cove</td>
<td>Mariana Andrade</td>
<td>Roxana Arzola</td>
<td>Rosalinda Garcia</td>
<td>Saloma Bejar</td>
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<td>Martha Benitez</td>
<td>Theresa Cerda</td>
<td>Armando Meza</td>
<td>Maria Mendoza</td>
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<td>Jorge Ramos</td>
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<td>Dina Galvan</td>
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<td>Noe Benavidez</td>
<td>Irma Ramirez</td>
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<td>Overall Winner</td>
<td>Juana Hernandez</td>
<td>Olga Moreno</td>
<td>Armando Meza</td>
<td>Dina Galvan</td>
<td>Naomi Guerrero</td>
<td>Lauren DaSilva</td>
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RECOGNITION FOR AUDIT by Alma Lopez-Guerra, FMHS Area Manager

On August 23 and August 30 the Parlier Family Connections Program and its counterpart, Firebaugh School Readiness Program underwent a county-wide audit and program review. After careful review of all program processes, systems and services the final outcome was a resounding “Commendable Practice” for both programs. The staff, NAOMI GUERRERO, MARIA GARCIA, MARTHA PERIERA, GINA CARROLL, MARGARET ADKINSON and VERONICA VASQUEZ were recognized for their contributing spirit, resourcefulness, and creativity in dealing with challenges in the community. Managers ALMA LOPEZ-GUERRA and FLORA CHACON received accolades for their reflective supervision and data collection practices. Congratulations to all team members including JESSE PEREZ for his contribution to the program’s success.
Welcome to CAPMC!
New Employees/New Positions

DONLEE SCIACQUA
Facilities Maintenance Worker—Madera HS

INEZ ZUNIGA (Provisional)
Data Entry Technician—Fresno Migrant HS

MAYRA ROSAS (Provisional)
Instructional Aide—Fresno Migrant Head Start

DASY BARRIENTOS
Instructional Aide II/Janitor—Madera Migrant HS

JACQUELINE CRUZ
Instructional Aide II/Janitor—Madera Migrant HS

LUZ ILDEFONSO
Instructional Aide II/Janitor—Madera Migrant HS

EMILY SAVALA
Associate Teacher—Madera/Mariposa HS

YOLISMA FERNANDEZ
Advocate III—Victim Services

RUBY LOPEZ
Associate Teacher—Fresno Migrant HS

ANGIE LOPEZ (Provisional)
Instructional Aide I—Victim Services

VERONICA RODRIGUEZ (Provisional)
Food Service Worker—Madera/Mariposa HS

PAMELA BORRESON (Provisional)
Instructional Aide II/Janitor—Madera/Mariposa HS

MELISSA BRYSON
Associate Teacher—Madera Migrant Head Start

CONRAD PALACIOS
Maintenance Worker II—Fresno Migrant HS

MARGARET ESSARY
Associate Teacher—Madera/Mariposa Head Start

SERENA HALL
Associate Teacher—Madera Head Start

DELMY ARCHIGA PULIDO
Associate Teacher—Madera Head Start

SECTION 125 FORMS
Employees will be receiving a Section 125 Form in paycheck envelopes TODAY. In order to receive the pre-tax benefit in 2012 on health insurance deductions, childcare expenses, or spending credit towards retirement benefit for declining insurance (must attach proof of insurance to be eligible), please complete the form and return to the HR Department by December 16, 2011. Please contact Ms. Renee Lopez at 675-5767 if you have any questions.

EMPLOYEE ASSISTANCE PROGRAM: Beginning November 1, employees with Agency dental/vision/life coverage can access EAP (Employee Assistance Program), which is available 24/7/365 to employees with active employment status in English (877) 854-1446; Spanish (877) 858-2147; TTY/TDD (800) 999-3004; or online www.lifebalance.net (ID/password: "lifebalance"). For details, be on the lookout for a flyer in your home mailbox, or visit the HR Office.

WANTED: BUDDY PROGRAM PARTICIPANTS
CAPMC is revamping its New Employee BUDDY Program, the Agency’s effort to welcome new employees and provide resources to make a new work environment comfortable.

We are in need of volunteers from every department and site to participate in this dynamic program. As a BUDDY, you will be the new employee’s first workplace acquaintance and will help the new employee become familiar with the Agency’s Philosophy, Mission, Values, and Standards to Live By.

Employees who volunteer to be a BUDDY will receive tokens of appreciation, such as 15 CAP Coins, as well as other items.

BE A PART OF CAPMC’S MOST VALUABLE ASSET... ITS EMPLOYEES! For more information, please contact Renee Lopez at 675-5767 or rlopez@maderacap.org

OPEN POSITIONS
For more information, contact the Human Resources Department at 673-9173 or visit us at www.maderacap.org.
The following positions are open until filled:

■ ADVOCATE
  Fresno Migrant Head Start—Julia Lopez Center

■ ASSOCIATE TEACHER
  Fresno Migrant Head Start

■ CENTER DIRECTOR
  MMHS—Alpha & FMHS—Julia Lopez

■ COUNSELOR
  Victim Services Center

■ DATA ENTRY TECHNICIAN
  Fresno Migrant Head Start

■ FOOD SERVICE WORKER
  Fresno Migrant Head Start

■ INSTRUCTIONAL AIDE I
  Victim Services

■ INSTRUCTIONAL AIDE II/Janitor
  Fresno Migrant Head Start—Julia Lopez

■ SHELTER RESIDENT SUPPORT AIDE
  Victim Services

■ SUPPORT SERVICES MANAGER
  Fresno Head Start & Madera Head Start
Ergonomics is the scientific study of people at work. The goal of ergonomics is to reduce stress and eliminate injuries and disorders associated with the overuse of muscles, bad posture, and repeated tasks. This is accomplished by designing tasks, work spaces, controls, displays, tools, lighting, and equipment to fit the employee’s physical capabilities and limitations. 

**Workplace Contributing Factors**

Contributing factors are aspects of work tasks which can lead to fatigue, musculoskeletal disorder (MSD) symptoms and injuries, or other types of problems. These factors may be present in one or more of the tasks employees must perform to accomplish their jobs. The contributing factors employees should be aware of include:

- Awkward postures
- Repetitive motions
- Forceful exertions
- Pressure points (e.g., local contact stress)
- Vibration

There are also environmental factors associated with the workplace which can cause problems. Extreme high temperatures can increase the rate at which the body will fatigue. Alternatively, exposure of the hands and feet to cold temperatures can decrease blood flow, muscle strength, and manual dexterity. These conditions can also cause excessive grip force to be applied to tool handles or objects. Another problem may be caused by tools or equipment that exhaust cold or hot air directly onto the operator. In addition, the lighting in a workplace may be too dark or too bright for the work task. This may result in employees assuming awkward postures to accomplish work tasks and a loss of product quality.

As repetitive motions, forceful exertions, and other contributing factors increase in work tasks, so does the recovery time (i.e., the length and frequency of muscle relaxation breaks) needed to help reduce fatigue and prevent injury.

**Preventative Measures**

- Lift for a long work life.
- Work in comfortable positions.
- Pick the right tool for the task.
- Make modifications to account for differences in size and strength.
COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY

BOARD ACTION ITEMS... October 2011

The following is a synopsis of the Action Items from the Board of Director’s Meeting on October 13, 2011.
If you are interested in seeing any items in more detail, please contact Melisa DaSilva.

- **RECOMMENDATION F-1:** Review and approve the 2011-2012 By-Laws for the Madera/Migrant Head Start Policy Committee.

  **SUMMARY:** The By-Laws are one set of rules that govern the Policy Committee. By-Laws are reviewed yearly. Any proposed changes will be made at the time of review. The Committee was allowed 60 days for review and suggested any changes or recommendation if there were any in the August Policy Committee meeting.

  **BOARD ACTION:** Approved

- **RECOMMENDATION F-2:** Review and approve the Madera Migrant/Seasonal head Start and Madera/Mariposa Regional Head Start No Fee Policy per Head Start Performance Standards.

  **SUMMARY:** Per Head Start Performance Standard 1305.9, Head Start programs must not prescribe any fee schedule or otherwise provide for the charging of any fees for participation in the program.

  **BOARD ACTION:** Approved

- **RECOMMENDATION F-3:** Approve Contract Amendment #2 and the revised budget for the 2011-2012 MMSHS/CMIG Blended Program to serve 40 infants and toddlers.

  **SUMMARY:** CAPMC has received an amendment from SCOE to the 2011-2012 Agreement for Delegation of activities under California Migrant—CMIG program to provide services to infant and toddlers during the period of July 1, 2011—February 29, 2012. The daily reimbursement rate is $31.02 per child day of enrollment.

  **BOARD ACTION:** Approved

- **RECOMMENDATION F-4:** Approve the submission of the 2012/2013 HUD grant application for the Shunammite Place.

  **SUMMARY:** The purpose of this grant is to provide permanent housing with supportive services designed to accommodate up to 15 chronic homeless adult women with disabilities.

  **BOARD ACTION:** Approved

- **RECOMMENDATION F-5:** Review and approve revisions to the CAPMC Accounting & Financial Policies and Procedures Manual.

  **SUMMARY:** Staff is proposing two revisions to the credit card and petty cash section of the manual.

  **BOARD ACTION:** Approved

- **RECOMMENDATION F-6:** Approve the discretionary employer contributions in the amount of $298,978.96 for the plan year ended December 31, 2010.

  **SUMMARY:** The $298,978.96 reflects the 4% employer contribution for the period of January 1, 2010 through December 31, 2010. The employer contribution will be deposited with ING, our plan custodian, by October 15, 2011.

  **BOARD ACTION:** Approved
COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY

BOARD ACTION ITEMS . . . November 2011

The following is a synopsis of the Action Items from the Board of Director’s Meeting on November 10, 2011. If you are interested in seeing any items in more detail, please contact Melissa DaSilva.

- **RECOMMENDATION F-1:** Approve the general concept of the CAPnet Governance Policy and Procedure Wiki.

  **SUMMARY:** One of the Strategic Objectives of CAPMC ‘s strategic plan is to Improve Internal and External Communications. In today’s electronic world, one of the most effective communication tools is an intranet. During the past year, our agency has had a team working to build our intranet site, which we now call CAPnet. In addition to the physical layout and content of the intranet, we have been working on a set of Governance Policies and Procedures.

  **BOARD ACTION:** Approved

- **RECOMMENDATION F-2:** Approve the submission of the application requesting continued funding from the California Department of Education/Child Development Division for 2012-2013 fund year.

  **SUMMARY:** The agency is required annually to complete an application requesting the continued funding for all contracts currently held: Fresno’s California State Preschool and Center-Based Child Care contract and Madera’s General Alternative Payment Program, CalWorks Stage 2, CalWorks Stage 3, and Resource & Referral Contracts.

  **BOARD ACTION:** Approved

- **RECOMMENDATION F-3:** In accordance with Head Start Performance Standards and Other Regulations (45 CFR 1304.51(a)(1)(i-iii) and 45 CFR 13-5.3) the Madera/Mariposa Regional Head Start Program is required to complete a Community Assessment every three years with review and updates in the intervening years. The process for a Community Assessment must be approved by the Policy Council and Board of Directors.

  **SUMMARY:** The process of conducting a Community Assessment involves the identification of key participants such as the Policy Council, participants and agency staff. The participants will be involved in the Community Assessment process; planning consultation, review and approval. Policy Council members will provide input during Focus Groups and center meetings. The policy council and parents are involved in the collection, interpretation, analysis and evaluation process.

  **BOARD ACTION:** Approved

- **RECOMMENDATION F-4:** Review and approve the Revised Program Service Area Plans for the 2011-2012 operational year.

  **DISCUSSION:** Written plans are outcomes of a process of planning which documents the agencies strategies for implementing the Head Start Performance Standards and other state regulations. Work plans are tailored to meet the requirements of the program. Parents and staff need to be involved in the review and yearly update of the written plans. The plans were reviewed by staff on October 12 and parents on October 15, 2011. Minor changes were made to the 2011-2012 area plans to correspond to changes made to the administration of the program. The Policy Committee approved the area plans at their regular meeting held on October 25, 2011.

  **BOARD ACTION:** Approved

- **RECOMMENDATION F-5:** Approve the Enrollment, Recruitment, Selection, Eligibility and Attendance (ERSEA) Policy for Fresno Migrant/Seasonal Head Start for the 2011-2012 program year.

  **SUMMARY:** Staff is requesting approval of the ERSEA Policy.

  **BOARD ACTION:** Approved

- **RECOMMENDATION F-6:** Review and approve the Fresno Migrant/Seasonal Head Start Program Year One 2010-2011 Update of Goals and Objectives.

  **DISCUSSION:** The Goals and Objectives were developed for the three-year grant cycle, 2010-2013. The Goals and Objectives address the priorities identified in the 2010 Community Assessment. The Policy Committee approved the Year One Updates—Goals & Objectives 2010-2011 at their regular meeting held on October 25, 2011.

  **BOARD ACTION:** Approved

- **RECOMMENDATION F-6:** Approve the Internal Dispute Procedure for Fresno Migrant/Seasonal Head Start 2011-2012.

  **SUMMARY:** Head Start Performance Standard 1304.50(h) requires that each grantee and delegate agency and Policy Committee jointly establish written procedures for resolving internal disputes, including impasse procedures, between the governing body and policy group.

  **BOARD ACTION:** Approved
On October 19-21, 2011 Denise Shields of Shields Resource Group provided training to the Fresno and Gill Avenue office staff on CAPMC’s new “Standards to Live By.” Based on outcomes from customer focus groups held in Spring of 2011, the Standards were created by Shields Resource Group in conjunction with the 2010-2020 CAPQuest Strategic Plan Objective of Improving Customer/Stakeholder Satisfaction. The standards are as follows:

**Courtesy:** I will greet each person that I meet with eye contact and a genuine smile.

**Attitude:** I will consider it an honor to be of service to the community and will let this belief shine when dealing with others.

**Professionalism:** I will dress and act as though I am on a job interview every day.

**Make time:** If I don’t know the answer to a customer’s question, I will personally find out. I will make time to stay with them until they are satisfied.

**Closure:** Each time I have the honor to speak with a customer, I will end the conversation by saying “Thank you for contacting us today...is there anything else I can do for you?” And, mean it.

Future training of the Standards to Live By will be provided agency-wide by a group of CAPMC staff that has been trained by Shields Resource Group to continue the implementation of the standards as expected behaviors by agency employees throughout the organization. It is the responsibility of each and every one of us to learn the standards and use them daily.

CENTRAL CALIFORNIA MIGRANT & SEASONAL HEAD START PROGRAM RECEIVES NATIONAL RECOGNITION

Central California Migrant Head Start (CCMHS), the grantee for the Madera Migrant/Seasonal Head Start program, was named a “Center for Excellence,” recognizing its exemplary services to income-eligible children and their families, becoming the first migrant/seasonal Head Start program in the US to earn that top honor.

CCMHS serves over 8,000 children through five delegate agencies. CAPMC is a proud delegate of CCMHS.

The Centers of Excellence represent the Head Start programs that have long standing and consistent records of implementing exemplary services and demonstrating positive outcomes for children and families. Out of more

**Key Messages from CAP Success**

- Eleven employees will be invited for the interview process (November 2011): Eva Alvarez, Vanessa Carroll, Dinorha Flores, Joaquin Hernandez, Lucila Millan, James Munoz, Leticia Murillo-Cardiel, Araceli Perez, Sandra Ramirez, Patricia Vasquez and Jose Villegas
- A total of 12 employees will be in the leadership program, four of which are the recent hired management team members – Elizabeth Wisener, Community/Family Services Program Manager, Flora Chacon, Fresno Head Start Program Director, Maritza Gomez, Madera Head Start Program Director, Mattie Mendez, Executive Director
- Leadership program training orientation will be in December 2011.

Do you know of an Agency event that you would like to see covered in the Action Connection? Do you have ideas or input about the newsletter? Would you like to contribute an article or pictures? All submissions are welcome and appreciated!

If so, please contact: Kim Lopez, Head Start Department at 559.675.5752