Triumphant events took place in August for the Fresno Migrant Head Start Program. On Sunday, August 11, 2013 Fresno Migrant hosted a friendly box car competition at Selma’s Lincoln Park entitled Papi y Yo. The event attracted over 60 individuals who were enthused and excited to cheer on participants between the Selma and Parlier Centers. Fathers created cardboard box cars that their children raced against each other. Fathers were also advised they would be judged on originality, creativity, fastest and most unusual. Program director Flora Chacon was the master of ceremonies. All participants went home with a trophy of participation. The event contributed several thousand dollars towards In-Kind.

In the early hours of Saturday, August 24, 2013 over 70 parents from Fresno Migrant participated in the annual Parents Conference. As parents entered the conference room they were serenaded by the guitar strumming of keynote speaker Dr. Roberto Dansie. The guitar sounds of Dr. Dansie were evocative of days past. Some participants at first thought it was a compact disc playing the timeless song “Ay Unos Ojos”.

Dr. Dansie spoke on a variety of topics: from their place in the history of North America, to parenting skills, to herbal medicine, to what modern science tells us about attitudes in adults and in children. The audience was enthralled in learning techniques that will help them with their own children. In the course of the day, parents were engaged and interactive with one another. He gave the great adage, “We don’t defeat the child, we convince them”. This advice is valuable in particular to those children who at times need extra love and attention, because often what may seem as defects can actually be a virtue.

Many thanks to Program Director Flora Chacon for the concept of Papi y Yo Day and to Center Directors Noe Benavides and Ralph Carrillo and Data Entry Technician Michael Carroll for the successful event, and to all who participated in the Parent Conference.
CATCHING PEOPLE...
DOING THE RIGHT THING
DISPLAYING THE STANDARDS
USING SAFETY PRACTICES
NOE BENAVIDES, RALPH CARRILLO AND MICHAEL CARROLL for developing and implementing a day event around father involvement.
ALL MADERA MIGRANT HEAD START, FISCAL, HR AND ADMINISTRATION STAFF for support during the recent self-assessment review process.
JOHN HOWLAND, JASON EDWARDS AND XAI VANG for taking the lead on the PACE furniture move.
LIZ DELANO for her coordination and assistance during the recent Community Services desk move.
ANDREA JUAREZ for jumping in to assist a co-worker at the last minute.
SILVIA MELGAR AND SONIA TRUJILLO for their calmness when upset clients walk in.
YOLAND SHEPARD for her hard work on the busses. GABBY SANDOVAL for exception Customer Service.

WANTED: BUDDY PROGRAM PARTICIPANTS
~~~~~~~~~~~~~~
We are in need of volunteers from every department and site to participate in the Buddy 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 Mission, Values, and Standards to Live By.
BE A PART OF CAPMC’S MOST VALUABLE ASSET...ITS EMPLOYEES! For more information, please contact Irene Yang at 675-5766.

AGENCY RECOGNITION DAY!
Honor the Past, Treasure the Present, Shaping the Future.
When: October 11, 2013
Where: Fresno Convention Center
   848 “M” Street
   Fresno, California
Time: 9:00 a.m. — 4:00 p.m.

♦ Please adhere to the CAPMC dress code.
♦ Please remember to wear your CAPMC name badge—that is how we will identify you! If you do not have a badge, please make sure you acquire one before the event by contacting the HR department at (559)675-5766.
♦ Don’t forget to bring your center and/or department memory box to display at the event.
♦ Be ready for an exciting, fun filled day!!! Oh...did we mention a photo booth?

RELAY FOR LIFE
It is never too early to start our fundraising efforts for the 2014 Relay for Life. If your department wants to host an event please contact Melisa DaSilva at Ext 5748 to place your event on the calendar. If you are interested in being involved with the Relay for Life event, please contact Donna Tooley or Tina Gomez.
EMPLOYEE SPOTLIGHT

Name: Andrea Juarez
Job Title: Customer Assistance Technician—Community Services

How long have you worked for CAPMC?
5 months

Where were you born and raised?
Born in San Mateo, CA, raised in Madera

What do you do in your spare time?
Read

Travels: I want to travel the world some day

Pets: Pet Shih Tzu named Wallace
Favorite Junk Food: All of it!
Favorite Holiday: New Year’s Eve
Favorite Color: Purple
Favorite Movie: Horror movies
Favorite TV Show: Nashville & Vampire Diaries
Favorite Board Game: Monopoly
Favorite Vacation Spot: The Beach

If you were stuck on a desert island and could only have three things, what would they be? A knife, matches and a pan

Greatest Achievement: Still working on completing my greatest achievement; my college education.

Of all people, who would you like to have dinner with: Ryan Gosling and Josh Turner; who wouldn’t want to!
Favorite Saying: “Do unto others as you would have then do unto you.”

Family: Oldest of six siblings
Best advice ever given: To always have a smile on my face.
Favorite sports teams/individuals: San Francisco 49ers and San Francisco Giants!
By: Maricela Bejar-Chavez

On August 18, 2013, the Selma Migrant Head Start Center held an event called "Mimos para Mama" or "Pampering Mom". Eleven women came to listen to motivational speakers, and were treated to makeovers with facials, make-up and manicures. The moms had such a great time they are asking when the next one is. They would like to have it on a monthly basis and said what they enjoyed the most was getting to interact with each other.

CAPMC has successfully been providing the communities of Madera County two parenting program models; the Strengthening Families Program (SFP) and Positive Parenting Program (Triple P), that aim to enhance confidence in parenting, strengthen family relationships, and improve behavior in children and teens. CAPMC parenting programs has provided over 30 courses, served over 300 parents and over 400 children and teens since its launch in March 2011, which translates to just over 200 families within Madera County.

In July 2013 we celebrated the SFP class 6 family graduations at John Wells Community Recreational Center where parents generously participated in a potluck lunch and after a morning of high heat temperatures, took their children for a swim in the community pool. Parents and Families enjoy attending the skills classes we offer, most report a significant change and are grateful for the opportunity to learn new parenting and family life skills. At CAPMC’s Parenting Programs we firmly believe that when we strengthen families we create positive change in our communities!

We are excited to announce that the parenting programs received a 6 month grant extension through December 2013. This allows us to offer ongoing parenting classes and serve more families countywide. The success of our programs has been made possible because of our grantors – the Department of Social Services, by the mission and vision of CAPMC, our community partners, our passionate parenting program team, our generous donors and volunteers and our student workers. Thank you for being a part of something so great!!

On August 16, 2013 Dorian Luci from the local Bank of America branch, presented CAPMC with a check for $5,000! Bank of America provided these funds to CAPMC based on a grant application prepared by Gabby Sandoval. The funds will be utilized to upgrade the outdoor area at the Shunammite House.
CART SAFETY

Carts come in many sizes and styles and workers use them in many industries. While carts and the reasons we use them vary, they have some common hazards and safety issues to consider. Hazards associated with carts include using the wrong type for the job or the wrong size of cart for the worker (ergonomics). They can be hazardous when used in congested work areas and in areas of poor housekeeping. They can cause injury to the handler who had inadequate training. Carts can cause the handler injury if the cart has not been properly maintained. All of these hazards require extra effort by the handler that may cause accidents that can result in sprains and strains, crush injuries, and fractures.

Make sure that the cart has the design and capacity for the job tasks. Some carts have open sides or spring-loaded bottoms that assist the handler with loading and unloading. Carts should have enough room to store necessary supplies and equipment. Use carts for the intended purpose; reckless horseplay can lead to injuries. Unless the cart was designed to carry people, passengers are prohibited.

The floor or ground surface determines the best wheel type for the cart. Generally, larger and harder wheels are easier and require less force to push. Steel wheels are the easiest, followed by hard rubber, and plastic; soft rubber wheels are the hardest to push. For tight spaces and crowded work conditions, four swivel wheels or casters add maneuverability. For pushing long distances, two swivel wheels and two straight wheels ease movement.

Carts need a wheel-locking mechanism to park them. Take care where you park your cart; keep clear paths around walkways, exits or doorways. A braking system adds additional control on slopes and ramps.

Handles should be located at the rear of the cart and at the proper height for pushing. It is easier on your back to push than to pull. Lean in the direction in which you are going and use your arms and legs (not your back) for balance. If you must pull a cart, keep the cart at your side to avoid twisting your back.

Do not overload the cart; you cannot see where you are going and it may overload the wheels. Do not carry extra items while you are pushing the cart; when pushing, keep both hands on the cart handle. Inspect your cart each time you use it; it should be properly functioning and in good repair. Wheel bearings require periodic inspections and maintenance and damaged wheels should be replaced.

Safety Committee Messages

✓ JOIN THE PARTY! Safety Awareness Month in September: Theme— “Safety Starts With Me”
✓ Wear your safety colors on Fridays in September!
✓ Send in your Safety Suggestions!
✓ Read your newsletter to stay informed!
✓ Look for new items in the Safety Store!
• **RECOMMENDATION F-1:** Review the Fresno Migrant/Seasonal Head Start Policy Committee By-Laws for 2013-2014.

**SUMMARY:**
The purpose of reviewing and reading the by-laws prior to approval is to insure they are clear and fully explain the functions and purpose of the Policy Committee. They also inform the Committee on how vital their role is in the area of Program Design and Management.

**DISCUSSION:**
1. The FMHS By-Laws were mailed to Policy Committee members on July 15th for review.
2. Training was provided on pages 1-7 of the By-Laws on July 23, 2013.
3. No changes were necessary to pages 1-7 of the By-Laws.
4. Pages 8-14 of the By-Laws will be reviewed at the meeting held on September 10th.

**FINANCING:**
Included in the budget.

**BOARD ACTION:** Approved

• **RECOMMENDATION F-2:** Review and Approve the Fresno Migrant/Seasonal Head Start Annual Self-Assessment Policy

**SUMMARY:**
An annual self-assessment is conducted to determine if the program has achieved its goals and objectives as defined by the Community Assessment. To determine how effectively the management systems are working, and if the program is in compliance with the Head Start Performance Standards 1304.50(d)(i)(viii).

**DISCUSSION:**
1. The system ensures that the self-assessment examines the effectiveness and progress in meeting the goals and objectives as well as the implementation of Federal regulations by conducting a self-assessment annually.
2. The self-assessment team is formed by, including staff, policy and governing members, parents, and representatives from the community.
3. Training on the self-assessment process to team members is provided using the Office of Head Start monitoring protocol instrument.
4. The Policy Committee approved the Self-Assessment Policy/Procedure at their regular meeting held on June 26, 2013.

**FINANCING:** None

**BOARD ACTION:** Approved

• **RECOMMENDATION F-3:** Review and approve the Fiscal Self-Assessment for the 2013-2014 program year.

**SUMMARY:**
Head Start programs are required to conduct a program self-assessment annually. A Fiscal self-assessment involves reviewing all aspects of the agency’s financial management system to verify the agency meets the requirements of the Head Start Performance Standards. For purposes of this assessment, the Madera Migrant Head Start, Madera Regional Head Start and Fresno Migrant Head Start programs were reviewed. Staff from Stanislaus County Office of Education took the lead on the self-assessment. There was one finding related to food and supply purchases from Sysco that have exceeded the $150,000 Simplified Buying Threshold in the Child and Adult Care Food Program. The agency has a process improvement team working on securing bids.

**DISCUSSION:**
A. The Self-Assessment team members included Pam Gomes, Data Director and Kelly Hittesdorf, Senior Data Technician from Stanislaus County Office of Education and Donna Tookey, Chief Financial Officer of CAPMC. In addition to the agency’s own fiscal self-assessment, there have been numerous fiscal monitoring visits by both of the agency’s Migrant Head Start grantees, Stanislaus County Office of Education and Community Action Partnership of San Luis Obispo.

B. The review utilized the 2012 Office of Head Start Monitoring Protocol for the Fiscal Management component. The fiscal protocol contains six sections called compliance frameworks. The six sections are listed below:

<table>
<thead>
<tr>
<th>Financial Management</th>
<th>Compensation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reporting</td>
<td>Cost Principles</td>
</tr>
<tr>
<td>Procurement</td>
<td>Facilities &amp; Property</td>
</tr>
</tbody>
</table>

C. The self-assessment review reports are attached. These include program strengths and exemplary practices and some areas for improvement. There is also one finding requiring action related to the Sysco annual purchases that exceed the $150,000 federal Simplified Buying Threshold. The recommendations have already been implemented and the process improvement team is working on securing bids.

D. The fiscal self-assessment was presented to the Fresno Migrant Policy Committee on September 10, 2013 and the Madera/Merced Migrant and Seasonal Policy Committee on September 11, 2013. The item will be presented at the Regional Policy Council in October 2013 once the members are elected at its first meeting of this program year.

**FINANCING:**
None

**BOARD ACTION:** Approved

• **RECOMMENDATION F-4:** Review and approve the 2013-2014 By-Laws for the Madera/Merced Migrant/Seasonal 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 30 days for review and is expected to suggest any changes or recommendations if there are any.

**DISCUSSION:**
1. The Agency Attorney, Russ Ryan, has reviewed the 2013-2014 MMMSHS By-laws. The format has been changed to correspond to the agency Board of Directors By-Laws. During the Policy Committee meeting, there will be time to address any questions members may have.
2. Committee members had 30 days to review the changes; any requests for changes will be approved at the September meeting.
3. Committee members have proposed changes to membership. The number of representatives per site has been changed based on the number of children being served. The maximum number of representatives will be 2 and 2 alternates.

**FINANCING:**
None

**BOARD ACTION:** Approved

• **RECOMMENDATION F-5:** Staff is recommending approving the centers and service days for the 2014-2015 season to serve 537 Migrant and 93 Seasonal children; all centers will provide a 10 hour full day option.

**DISCUSSION:**
Approve the following Service Areas:
- Eastin Arcola Area (Avenue 8/Highway 145)
- Los Niños Area (Desha/Avenue 13 ½)
Sierra Vista Area (Southeast Corridor of the City of Madera)
• Pomona Area (Southwest Corridor of the City of Madera)
• Mis Angelitos Area (Northeast Corridor of the City of Madera)
• Alpha Area (Stadium Road)
• Rafael L. Silva (City of Los Banos West Merced County)
• South Dos Palos (West Merced County)
• Eastside Area – Pre-K Program for 4 year olds
• Valley West Area – Pre-K Program for 4 year olds

Approvers to the following children/families
• 551 Total Children/Families
  • 537 Migrant Children/Families
  • 93 Seasonal Children/Families

Approve the following Head Start Option:
• Full Day Option Serve Infants/Toddlers/Preschoolers – 10 hours per day

FINANCING:
Program budget will be presented at the October meeting

BOARD ACTION: Approved

• RECOMMENDATION F-6:
The Board of Directors to approve CAPMC Migrant/Seasonal Head Start in Collaboration with California Department of Education State Based Migrant Program 2013-2014 Program Philosophy, Goals and Objectives and Parent Handbook.

SUMMARY:
The California Department of Education requires that the Program’s Philosophy, Goals and Objectives and Parent Handbook be approved by CAPMC Board of Directors annually. There are no changes in the Handbook from the previous year.

DISCUSSION:
A. Included in the parent handbook is CAPMC’s philosophy statement and goals and objectives that support the philosophy.
B. The parent handbook provides parents with information regarding the following topics:
  • Days and hours of service and holiday schedule
  • Registration process and eligibility requirements, and parent responsibilities
  • Open door policy
  • Sexual Harassment
  • Attendance and absences
  • Communication with staff
  • Health and emergency procedures
  • Uniform Complaint Procedure
  • Handbook is given to families enrolling their infants and toddlers at the Sierra Vista, Rafael Silva and Los Niños centers.
  
C. All information will be reviewed with parents at time of registration and at the first orientation/parent meeting.

FINANCING: None

BOARD ACTION: Approved

• RECOMMENDATION F-7:
Staff is recommending removing the South Dos Palos site from the Migrant/Seasonal Head Start Program Service Plan due to low enrollment and need in the community.

DISCUSSION:
• Staff reduced the number of children from 44 to 28 for the 2013-2014 program year. The maximum number of children enrolled at any given time was 18 total. Some children were dropped due to attendance issues, non-compliance with health requirements and lack of need from parents (parents were not working). As of August 16th there are only 15 children enrolled.
• A parent meeting was held on August 16, 2013 to determine the need for services. 7 of the 10 participating families attended the meeting. Parents shared the following:
  ◊ Out of the seven, two do not work
  ◊ One is the aunt of one of the children enrolled who takes care of them.
  ◊ Three are working (families work in the Los Banos area; are willing to transfer children to that site)
  ◊ One works cleaning houses three times a week
• Although enrollment is low, the program still needs to maintain adequate number of staff to cover teacher/child ratios, food service and family services. Currently the program is paying for 5 teaching staff members, 1 food service worker, and 1 advocate. This is not cost effective for the number of children being served.
• Staff have done extensive recruitment efforts going to local business, providers, door-to-door, newspaper advertisements with little or no response from families.
• The Head Start Director from the Merced County Office of Education Regional Program shared that due to the drought in 2011 many of the migrant families relocated.
• Staff is looking into moving those slots to the Madera County area where there is need for services.

FINANCING: None

BOARD ACTION: Approved

• RECOMMENDATION F-8:
Review and approve the 2013-2014 Madera Migrant/Seasonal Head Start Self-Assessment preliminary findings.

SUMMARY:
The 2013-2014 Madera Migrant/Seasonal Head Start Self-Assessment was conducted August 6-9, 2013. Grantee staff from Stanislaus County Office of Education (SCOE) led the teams with delegate staff participating in the different service area reviews. Parents took part in the process by conducting health & safety checks at their centers.

DISCUSSION:
The 2013 Office of Head Start Monitoring Protocol was used to evaluate the program. The areas reviewed were:
• Safe Environments and Health/Nutrition
• Program Design and Management and Human Resources
• Disabilities and Mental Health
• Family and Community Services Partnerships
• For the Education and Early Childhood Development/Transportation portion of the Self-Assessment, the Classroom Assessment Scoring System (CLASS) was utilized to assess the preschool classrooms and the Infant and Toddler Environmental Rating Scale (ITERS) was utilized to assess the Infant and Toddler classrooms.
• SCOE and CAPMC staff identified areas of strength, areas for improvement, and there were also findings identified in some areas. The attached summary identifies the findings.
• The report being presented is a preliminary report. The final document will be validated by the SCOE Child Development Director and provide it to CAPMC to address the identified findings.
• Plans to address findings on the report are being drafted and some of the issues have been corrected and/or are in the process of being addressed.
• CAPMC’s plan of action will be completed and submitted to SCOE once the final report is given.

FINANCING: None

BOARD ACTION: Approved
• **RECOMMENDATION F-9:** Review and approve the authorization for the Executive Director of Community Action Partnership of Madera County, Inc. (CAPMC) to sign the CACFP Agreement to continue participation in the program.

**SUMMARY:**
Community Action Partnership of Madera County, Inc. (CAPMC) completed the 2013-14 Child and Adult Care Food Program Renewal Application. Participation includes reimbursement for all credible meals served to enrolled children. The agreement must be completed and transmitted thru Child Nutrition Information and Payment System (CNIPS) program website no later than August 30, 2013. This is for October 1, 2013 – September 30, 2014 program year.

**DISCUSSION:**
The renewal agreement will be reviewed by Fiscal and Nutrition Specialists for errors and accuracy.

- Renewal responsibilities of Fiscal:
  - Completed both the Administrative Budget and the Operational Budget forms with expected expenditures and CACFP estimated reimbursements.
  - Ensured the Total Program Costs and Total Program Income chart shows that estimated income equals estimated expenditures for the food program.
  - Verified that Program Administrative Costs charged to CACFP do not exceed the 15% limitation.

- Renewal responsibilities of Nutrition Specialists:
  - Provide copies of the agency’s previous Public Media Releases for all CAPMC programs utilizing the food program (Madera/ Mariposa Regional Head Start, Madera Migrant/Seasonal Head Start, Madera State Based Migrant, Fresno Migrant Head Start, Fresno Migrant State Pre-School, and Pre-Kindergarten Family Literacy Program). Note: Agencies are not obligated to pay for the publication of the release.
  - Reviewed 2013-2014 Management Plan to determine any necessary amendments. Amendments to the plan include an updated CAPMC Board of Directors list and updated staff rosters of food service personnel.

**FINANCING:**
The Child and Adult Care Food Program agreement supplements seven CAPMC programs. The Proposed Budget Amount is $539,218.

**BOARD ACTION:** Approved

• **RECOMMENDATION F-10:** Review and approve the 2013-2014 Reimbursement Policy for the Policy Committee Members representing Madera/ Merced Migrant/Seasonal Head Start program.

**SUMMARY:**
The Policy Committee Members representing Madera/ Merced Migrant/Seasonal Head Start receive a reasonable financial reimbursement to attend meetings and to participate fully in their responsibilities.

**DISCUSSION:**
The Policy Committee will decide whether or not to approve the policy at their regular meeting on September 11, 2013, which includes a reimbursement for childcare from 3 to 4 hours for a maximum of $30 for local members and $45 for member traveling from the Merced area per meeting because of the logistics of the center locations and time of travel. Mileage reimbursement is from the home to the meeting place at the Internal Revenue Service’s approval rate. The mileage reimbursement will be given to those members using their vehicle.

**FINANCING:**
Funds are an allowable cost under the Federal Regulations.

**BOARD ACTION:** Approved

• **RECOMMENDATION F-11:** Review and approve the job description for Family Services Supervisor for the Alternative Payment Program (APP). The proposed salary schedule is Range 19.5 ($16.18 - $19.70 per hour).

**SUMMARY:**
Under the direct supervision of the Child Care Alternative Payment and Resource & Referral Program Manager, provides comprehensive quality control & technical assistance to Family Services Associates and APP staff; responsible for case management, assists in meeting the terms and conditions of state and federal regulations for the APP contracts.

**DISCUSSION:**
A. Modify the job description to meet the Child Care Alternative Payment and Resource & Referral departmental reorganization.
B. Remove Family Service Associate III position from the organizational chart of the indicated department.

**FINANCING:**
$33,654.40 - $40,976.00 is the annual salary range and $6232.80 is health insurance benefit; the Alternative Payment Program will fund the position.

**BOARD ACTION:** Approved

• **RECOMMENDATION F-12:**
  - Authorize the Executive Director submit the 2013-2014 Heffernan Foundation Mini Grant Application on behalf of the Community Action Partnership of Madera County (CAPMC) Board of Directors.

**SUMMARY:**
CAPMC will apply for funding to support the Shunammite Place Program, our permanent supportive housing project for 15 chronically homeless women with disabilities.

**DISCUSSION:**
1. The Heffernan Foundation’s mission is to grant funding to nonprofits that provide direct support and services to our local communities in the areas of: shelter, food, education and preservation of the environment. CAPMC plans to apply for the Heffernan funds for the purpose of supporting the mental health needs of the program participants.
   - The Madera Behavioral Health provides limited mental health services for Shunammite Place Program participants. They often need more support than funding will allow for them to receive.
   - Our program could greatly benefit from the services of a mental health consultant who could provide services on-site.
   - Funds will be used to secure a mental health professional who will provide approximately 1.5 hours a week of counseling services. Customers who are most in need will receive the service.
   - With support from other mental health
consultants, the
women of The
Shunammite Place will
begin to develop trust,
self-assurance, and the
skills they need to
become more
independent.

3. The Heffernan Foundation is
due by October 15, 2013.

FINANCING:
Mental Health Consultant $9,183
Administration $817
Total $10,000

BOARD ACTION: Approved

- **RECOMMENDATION F-13:**
  Review the results of the Homeless Point-In-Time Count Report 2013.

**SUMMARY:**
The Fresno-Madera Continuum of Care Homeless Point-In-Time Count and Registry Week took place on the week of February 24, 2013 through February 27, 2013. The results found a total of 3,131 homeless people in Madera and Fresno Counties. Of these, there were 90 sheltered homeless and 242 unsheltered homeless for a total of 332 homeless people that were identified in Madera County. This is down by 309 people or fifty-two percent (52%) in Madera County from the 2012 count. Although the homeless count is less than prior years, the conclusion of the report indicated a need for more permanent supportive housing for both Madera and Fresno.

**DISCUSSION:**
Attached is a copy of the final report along with the outline of a brief power-point presentation that summarizes the results.

FINANCING: n/a

BOARD ACTION: Informational
Renee Lopez, Human Resources Generalist
Renee will long be remembered by our agency as a kind, caring and compassionate person. She has been recognized by her peers as demonstrating all of the values of the organization on a daily basis. She has set the bar for each and every one of us and we will miss her smile and quiet demeanor. As one co-worker stated: “She is one in a trillion, a beautiful jewel”.
May she rest in peace.