The Strengthening Families Program (SFP) opened their doors to their new building on 325 Pine St #103 for the first time on July 9, 2018. The SFP team served 13 adults and over 10 children and teens on their opening day.

The Strengthening Families Program is a 14 week evidence-based family skills training program that is facilitated by CAPMC’s SFP team. At the beginning of each session families come in together and spend time with each other as they eat a light dinner, then they separate to participate in an age-specific curriculum. The curriculum covers topics such as communication, drugs and alcohol and discipline. At the end of each session families are reunited and are given the opportunity to practice what they have learned via an engaging activity. SFP is currently facilitating parenting classes Monday—Friday from 5:00 p.m. to 7:00 p.m.

THANK YOU to Mattie Mendez, Maru Sanchez, Maritza Gomez-Zaragoza, Karina Garcia, Carlos Reyes, Leticia Hernandez, Lynnea Pickens, our Fiscal & I.T. Teams, Joe Arias and the Maintenance Team, Luis Joaquin, CAPMC’s Board of Directors, The Department of Social Services and Madera Unified School District for bringing this building to life. The opening of this building symbolizes a new beginning for our families and the Strengthening Families Program.

Congratulations SFP Team!
CATCHING PEOPLE DOING THE RIGHT THING/SAFE PRACTICES

Fiscal Department, a huge thank you to the Fiscal Department staff for all of the hard work and extra hours for CAPMC’s fiscal year end and preparing for the auditors. A special note of thanks especially to Kerri Williams, Tina Gomez, James Chandler and Sandra Ramirez for taking on extra duties because of a staff medical leave and a vacancy within the department. Amazing teamwork!

Mattie Mendez & The APP/RR Team, for their positive attitudes, motivation and teamwork in addressing emergency child care for foster children. You are making a difference for our children, families, and community. One team, one dream.

Jerri Clay, THANK YOU for your positive attitude and attention to detail when assisting with the preparations for CAPMC’s Board of Directors meetings.

The Community Services Team, for coming together and working efficiently in ensuring reports are completed and submitted in a timely manner.

Safety Game Piece

Due to the H/R Department—Monday, 07/30/18 at 12 p.m.

NAME:________________________
I.D.#:__________________
WORKSITE:_______________

Safety Game Piece

What 3 things do you think are most important when preparing for a road trip?

1. _________________________
2. _________________________
3. _________________________
June was an exciting month for the Shunammite Place! On June 27th Shunammite Place received a visit from Kristina Solberg, a representative from Senator Feinstein’s Office. The women at Shunammite Place gathered to share their stories and input on homelessness in Madera. Many shared the positive impact Shunammite Place has had on their lives. The women praised staff for being supportive and encouraging in times of need. The Executive Director for The Housing Authority of the City of Madera, Linda Marie, was also present and spoke to the group about the Pomona Ranch Project.

The Shunammite Place had their Birthday and Celebratory Dinner at Dicicco’s on June 28th. The women celebrating a birthday receive a birthday goodie bag that contained cute socks, body wash, shimmery body lotion and a gift card. The group played bingo and enjoyed a delicious dinner (and dessert!). A warm thank you to Mattie Mendez and Soroptimist International for planning, hosting and sponsoring this event.
The Parent Project is a parenting skills program that is facilitated via a collaboration with CAPMC’s Strengthening Families Program (SFP), Probation, Madera Unified School District, Madera Police Department, and Madera Ministries. Classes are conducted once a week for 3 hours for a total of 10 weeks. SFP assists with facilitating 2 session out of the 10 total session. Classes are usually from 5:30PM to 8:30PM and can be delivered in English or in Spanish. These classes are focused to increase parenting skills for parents with teenagers who are high-risk/ strong-willed.

Pictures to the left showcase the first graduating class of the Parent Project.

The CAPMC Gill Office’s breakroom received some much needed TLC. All the cabinets received treatment and a fresh coat!
COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY, INC.
Human Resources Presents:

There was a total of 21 participants for CAPMC’s July NE/VO. That is CAPMC’S largest NE/VO group to date! Thank you to the Human Resources Department and NE/VO presenters for your time and dedication.

*Please joins us in welcoming CAPMC’s newest members!*

Human Resources Messages:

1) Next NE/VO is on 9/19/2018
2) Notice of Privacy Practice has been updated and is available at CAPnet and website
3) All work-related injuries must report to the Human Resources Office
4) Participate the Ethics Hotline Poster Competition; a flyer is going out to you with details and the competition ends on 10/5/2018 noon
5) Please review Policy 901.00.00 Performance Review and Development and provide your comments to the Human Resources Department by 8/20/2018.
Community Action Partnership of Madera County, Inc.  
The I.T. Department Presents:

CAPNET HOW-TO VIDEOS

By: Bill Frame

Probably one of the BEST KEPT SECRETS in CAPnet was added when we converted to our new SharePoint Online platform last year. It is the page called How-To Videos. This library of videos was provided by Jack Frost Design when they did our conversion to the new platform.

To access the library, click on the How-To Videos link in the top navigation bar. The How-To Videos is a library of 25+ short videos (each one is under 10 minutes long) that cover all the basic of working with a SharePoint intranet. The Visitors, Contributors, and Owners videos are NOT specific to CAPnet, but rather cover how any SharePoint site works.

EXCITING NEWS FLASH!
The IT Team is now creating videos specific to CAPMC. These will be added as they are available.

The library is divided into four training sections:
1. CAPMC Specific video
2. Visitors
3. Contributors
4. Owners
5. The CAPMC Specific videos are videos that have been created using CAPMC specific tools. At this time there are only 2 CAPMC videos: IT Help Desk Part 1 and Part 2. We plan to add more videos as they are produces.

All CAPnet users have Contributor access to most of the things on the home page. Users also have Contributor access to the portion of CAPnet for their Department or Program. Users have Visitor access to everything else in CAPnet.

The Visitors section covers how to access thing in the intranet for reading, but not editing. This will give you a basic understanding of what an “intranet” is and how to get around in it. It also covers how to search for the information you want. This is a good place to start to give you a better understanding of what CAPnet is all about.

The Contributors section provides instructions for how to add and update information. As mentioned earlier, everyone has Contributor access to their department or program’s section of CAPnet.

Very few users have an Owner level access. However, the Owner training can provide useful information about what is possible in CAPnet. If you see something in the Owners Training Segment that give you an idea for something you would like to do in CAPnet, please contact me at 675-5711. I will be happy to work with you to build something in CAPnet to provide the feature or function that you want.

In addition to the training videos, the right side of the How To Videos page contains definitions of common terms used in association with an intranet. If you hear a word or term used in one of the videos that you do not understand, check to see if there is a definition for it in this list. If you do not find what you are looking for, please give me a call so I can help you.

I hope these videos will help you understand what you can do with CAPnet and how you might be able to do even more.
COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY, INC.
THE SAFETY COMMITTEE PRESENTS:

Approaches to Working with Difficult Customers

What are difficult customers?

Difficult customers are those Individuals that demonstrate in any of the following manners:

- Angry
- Impatient
- Intimidating
- Talkative
- Demanding
- Indecisive

In what ways can we approach difficult customers?

Stay calm and get control of yourself: Never respond emotionally when customers are angry, displeased or complaining. Your goal is to act in a relaxed, controlled manner.

Look for warning signs: Remember how individuals behave may include multiple factors, and it is important to look for signs of their emotional stages, such as clenching jaws/fists, tense postures, fidgeting, significant behavior changes.

Listen actively and allow customers to vent: Allow the customer the space and voice to express his/her frustrations when he/she has reached the high emotional stage. Avoid interruptions when the person is talking; maintain eye contact, show your attentiveness by standing or sitting up straight; uncross your arms; repeat or paraphrase what you hear.

Show empathy: Respond to the customer calmly and treat the individual with respect when the customer has finished venting. Empathize with the individual with statement such as, “I understand how upsetting this must be for you,” “I agree, this can be frustrating, etc.

Prepare to have solutions: Explain to customers on the organization’s policy or try to clarify what went wrong by using indirect approach, such as “there are few questions that I need your assistance before looking into the matter further,” or “I” statements, such as “I need additional information to help me understand the situation.” Be prepared to have a solution that might meet their needs.

Try to solve the problem, or get some who can: Get all the facts you can, and then tell the customer how you can help. If the customer can see an immediate change, he/she will understand that you are help him/her fix the problem. Do not make promises that you are unable to keep. Get additional assistance from other personnel who is more knowledgeable, or has more guidance and authority, when necessary.
COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY, INC.
THE SAFETY COMMITTEE PRESENTS:

SUMMER WORKPLACE SAFETY TIPS

Prevent & Be Prepared for Sun and Heat Related Emergencies.

- Always dress appropriately. While short sleeved shirts and shorts are great when it is hot, they don’t protect against the sun and they often don’t meet site PPE minimum requirements.
- Keep all clothing light colors. The darker the fabric the more sun it will attract and absorb.
- Wear clothes that breath. Nothing should be too tight. This will allow fresh air to flow over your skin and help you stay cool. Modern UV resistant fabrics are fantastic at keeping out the sun and keeping cool.
- Drink plenty of fluids. Water and sports drinks are two excellent choices. Stay away from sugary soda’s and energy drinks. They can speed up the dehydration process.
- Wear sun block and a protective hat if you are going to be in the sun. The sun can be very damaging to your skin if it is left unprotected.
- Bug spray will help you avoid insect bites.
- Take breaks and go indoors or into an air conditioned car. It is important to allow your body a chance to recover from the heat.
- If you being to feel dizzy, weak or nauseous please take a break immediately. If your symptoms do not go away after getting out of the heat you should call for medical attention.
- 10 am till 2pm is when the sun is at its highest point in the sky. It is also when it is at it’s hottest. If it is at all possible to avoid outdoor work during these hours it will greatly reduce your risk of a summer heat related injury or illness.
- Sunglasses and hats are great accessories for the summer season. Sunglasses will help to protect your eyes from harmful UV rays. Hats are great at preventing sunburn. They also help keep your body slightly cooler than it would be if you were to go without a hat. Your head has a large number of close to surface blood vessels which are good at keeping your head cool, but move the heat to the rest of your body.

Messages from the Safety Committee:

1) Work with Safety Committee members to identify worksite hiding spots during lockdowns
2) Ensure building locked doors are closed completely
3) Remember to take care of yourself under the heat by wearing sunscreen, hat, sunglasses, and drinking plenty of water
4) More information will be coming for the Agency’s safety month activities in September
5) Know the near-by exits of your surroundings when indoors

DAYS without INJURY As of 07/13/18

CAPMC: 7 DAYS
Gill: 7 DAYS
Madera/Mariposa Regional HS: 65 DAYS
Madera Migrant /Seasonal HS: 29 DAYS
Fresno Migrant/Seasonal HS: 256 DAYS
5 Ways to be Your Best Self on the Job

Working life can often make us put on an armor that hides our own humanity and distances us from that of our colleagues. We lose touch with our humanity — when we replace empathy with efficiency, when we get curt instead of curious. We stop recognizing the value of human connection, and it makes our working hours less joyful, our working relationships less stable, and our work product less meaningful.

Here are five humanity-affirming habits:

1. **Treat every relationship as one that matters.** Express a genuine interest in what people care about. Give them your energy and time without hesitation. Taking people for granted or seeing some work relationships as less important can be a big mistake. For one thing, the person whom you ignore or mistreat is inevitably someone you’ll need to rely on down the road. But more important, so many opportunities open up when you treat every relationship with care and attention. You learn things from and about people. You build the kind of trust and camaraderie that makes you able to watch each other’s backs, promote each other’s interests, and seek each other’s advice.

2. **Express gratitude liberally and regularly.** Whenever you have a positive thought about something someone did, tell the person. It makes you both feel good instantly. Spend at least a few minutes a week to share appreciations about each other — it’s amazing how many examples you can come up with when you take a minute to think about why you’re grateful for other people. And it never fails to restore our connections with one another and reset our empathy levels.

3. **Be counterintuitive about when you take breaks.** Make time to walk around the block with a colleague when you are at your busiest. When you’re on deadline, eat lunch with someone, instead of at your desk. On your way out the door, stop to have a conversation with someone you haven’t seen in a while.

4. **Name your fears and uncertainties.** Robot-you pretends to be invulnerable; human-you tells people when you’re confused or afraid. So, the next time you’re in a conversation and you find yourself starting to get frustrated, angry, or defensive, take a moment to understand why.

5. **Ask more questions; make fewer assumptions.** When people do things contrary to our expectations, it’s very easy to explain — and often judge — the behavior based on our own preconceptions. But when we ask clarifying questions, we often discover that those preconceptions are incomplete or even dead wrong. So, instead of assuming the new guy is slow on the uptake, ask him, “Hey. I noticed you didn’t say much during that meeting. What were you thinking?”

Your humanity is not a weakness. Actually, it can be your greatest source of strength at work: the starting point for building relationships, the spark for your most productive conversations, the escape hatch when you’ve backed yourself into a corner. And the more humanity you show, the stronger it becomes.
Don’t get burned – be smart in the sun

Sun exposure is the leading cause of skin cancer – and it’s also to blame for up to 90% of the visible signs of aging.* But you don’t have to shun the sun completely. Just be smart about the time you spend outside on sunny days.

Block it out
Wear sunblock with SPF 30 or higher – every day, and on every body part that’s not covered by your clothes. And remember: If you can see light through the shirt you’re wearing, UV rays can get through, too.

Don’t let the forecast fool you
You don’t have to be at the beach to burn, and summer’s not the only time when sun safety matters. Sun damage adds up day after day – even when it’s cloudy – so make sun protection part of your everyday routine.

Check your shadow
Not sure if it’s a good time to hang outside? Use the shadow rule. If your shadow is shorter than you are, it means the sun’s harmful rays are at their strongest – and it’s time to head for the shade.

Visit kp.org/sunscreen and follow us @kpthrive.

*Skin Cancer Foundation
• RECOMMENDATION: F-1
Review and consider approving Fresno Migrant/Seasonal Head Start’s FY 2018-2019 COLA Budget Application
SUMMARY:
The Consolidated Appropriations Act of 2018 contained an increase for all Head Start programs for the Fiscal Year 2018. Part of the funding was allocated for a Cost of Living Adjustment (COLA) for the Head Start Programs. The funding is intended to increase the on-going funding level of Head Start Programs through a COLA increase in the amount of 2.6%.
FINANCING:
Basic Funding: Increase of $113,337
Non-Federal Share: Increase of $12,593
Administrative Cost: Is limited to 13.68% and is included in Basic funding total
BOARD ACTION: Approved

• RECOMMENDATION: F-2
Review and consider approving Fresno Migrant/Seasonal Early Head Start’s FY 2018-2019 COLA Budget Application
SUMMARY:
The Consolidated Appropriations Act of 2018 contained an increase for all Head Start programs for the Fiscal Year 2018. Part of the funding was allocated for a Cost of Living Adjustment (COLA) for the Head Start Programs. The funding is intended to increase the on-going funding level of Head Start Programs through a COLA increase in the amount of 2.6%.
FINANCING:
Basic Funding: Increase of 7,227
Non-Federal Share: Increase of $803
Administrative Cost: Is limited to 13.68% and is included in Basic funding total
BOARD ACTION: Approved

• RECOMMENDATION: F-3
Review and consider approving the submission of Non-Federal Share and Carryover Fund Budgets for FY 2017-2018 to Central California Migrant Seasonal Head Start (CCMSHS), Child and Family Division of Stanislaus County Office of Education
SUMMARY:
received e-mail from Central California Migrant/Seasonal Head Start to submit the following budgets:

<table>
<thead>
<tr>
<th></th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Funds</td>
<td>$15,186</td>
</tr>
<tr>
<td>Non-Federal Share</td>
<td>$3,797</td>
</tr>
</tbody>
</table>

FINANCING:
Carryover funds for Basic $15,186 and $3,797 Non-Federal Share.
BOARD ACTION: Approved

• RECOMMENDATION: F-4
Review and consider approving the submission of a Supplemental Funding Request for FY 2017-2018 to address program needs for the Madera Migrant/Seasonal Head Start Program
SUMMARY:
On May 2, 2018 the Head Start Director was informed by Central California Migrant Head Start (Grantee), that supplemental funds would be available for agencies to apply and address safety and program needs. The funds are available on a first come, first serve basis. The application request was due by May 31, 2018.
FINANCING:
Supplemental Funding Application Request Total $86,665
BOARD ACTION: Approved
**COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY, INC.**

**GET TO KNOW THE TEAM... Making a Difference**

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**Name:** Leticia Gonzalez  
**Job Title:** Instructional Aid/Janitor  
**How long have you worked for CAPMC?** 18 years  
**Where were you born and raised?** I was born and raised in Chavinda Michoacán, Mexico  
**What do you do in your spare time?** Spend time with my family  
**Family:** Husband, 3 daughters, 2 sons, 2 grandson, and 1 granddaughter  
**Travels:** Vegas and Utah  
**Pets:** 1 dog  
**Favorite junk food:** Panda Express  
**Favorite saying:** “Si se puede”  
**Greatest achievement:** Day became a grandma  
**Of all people who would you like to have dinner with and why?** Dad and Grandma because they passed away already I miss them.  
**Best advice ever given:** Don’t leave for tomorrow, what can be done today!  
**Favorite Color:** Pink  
**Favorite Board game:** Checkers  
**Favorite holiday:** Christmas  
**Favorite sports teams/individuals:** Soccer  
**If you were stuck on a desert island and could only have three things, what would they be?** Fresh Water, Food, and Husband!  
**Please include some thoughts about your job, co-workers or the families you work with:** I like my job and my co-workers. I enjoy working with kids.

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**Warehouse Sale**

Friday, July 20, 2018  
8:00 a.m.—12:00 p.m.  
675 South Pine #106  
Questions: Call Mattie at (559) 675-5749  
Note: This sale is for staff only. Please be prepared to show your CAPMC ID.  
*All items must be taken at time of purchase.*

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**As of July 1, 2018 CAPMC staff may apply for Low Income Home Energy Assistance (LIHEAP) through the Community Services Department.**

**DO YOU NEED ASSISTANCE WITH PAYING YOUR PG&E BILL?**

Your household may be eligible to receive a one-time credit for $228.00 to $380.00 on your PG&E bill through the Low Income Home Energy Assistance Program (LIHEAP). You must be income eligible, meet the LIHEAP Priority Plan criteria and have not applied during the 2018 year to receive the credit. This program is NOT for emergency assistance and will take between 30-90 days for the credit to be applied to your PG&E bill. If you have a 48-hour notice please call our office.

**You may apply at:**  
1225 Gill Ave, Madera, Ca 93637  
(559)673-9173

**Must call on the 1st of the month to make an appointment.**

**Requirements:** Completed and signed application packet, copy of applicant’s Social Security Card, copies of all proof of total household income for the previous six weeks of the date of submission, copy of complete PG&E bill no older than 6 weeks (all pages must be copied front and back), and propane delivery tag if you use propane gas.

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**Do you know of an Agency event that you would like to see covered in the Action Connection?**

**Do you have input about the newsletter? Would you like to contribute an article or pictures?**

**All submissions are welcome and appreciated!**

**Please contact:** Cristal Sanchez, at:  
c.sanchez@maderacap.org  
Phone: (559) 675-5748  
Fax: (559) 673-2859