On August 7, 2018, Shunammite Place took action by coming together as a unified neighborhood for the annual Madera National Night Out event. Our neighborhood made a stand against crime and promoted police-community partnerships to contribute to the safety of our neighborhood. Shunammite Place enjoyed great company, ice-cream and delicious root-beer floats. Shunammite residents wore their beautiful teal “When Women Support Women; Amazing Things Happen” shirts representing Shunammite Place. We received visits from Madera Police Department, Mayor Andy Medellin and his wife, Superintendent Todd Lile, Highway Patrol Officers, Probation Department, Sheriff’s Department, and Councilman Donald Holley. We had a blast! Administration would like to thank our very own Madera National Night Out Neighborhood Chairs: Ariana Gomez and Nancy Valle for their leadership.
CATCHING PEOPLE DOING THE RIGHT THING/SAFE PRACTICES

Joe Arias & Jeremy Blanc, for setting up and taking materials to and from Regional Head Start Pre-Service.

Joe Arias, thank you for resolving the water heater issue at the Martha Diaz shelter on a Sunday evening! Victim Services sends you a big THANK YOU, especially from Leticia Lujan.

Rick Ramirez, for setting up and coming every morning of the week to make sure equipment was working properly before each training for Regional Head Start Pre-Service.

Alex McBrearty and Walter Perez for going above & beyond when they joined DA Investigator Luis Carrillo in a 48-hour trip to San Ysidro to pick up a 12 year old victim and her 11 year old brother. They needed to be in Madera for a trial hearing that resulted in a guilty conviction. Justice was served thanks to the hard work and passion to make a difference from individuals that were determined to make sure the victims had their voices heard in the courtroom. Thank you Alex & Walter for agreeing to go on such a short notice.

Safety Game Piece

List 2 of your Safety Committee member names and phone numbers:

1. _______________________
2. _______________________

Due to the H/R Department— Monday, 08/27/18 at 12 p.m.

NAME:_______________________
I.D.#:_______________________
WORKSITE:___________________
CAPMC HEALTH & WELLNESS FAIR—SEPTEMBER 28, 2018

Save the date!

CAPMC’s Wellness Committee has been hard at work preparing for the annual Health & Wellness Fair. Get ready for a lively afternoon of health, wellness, food, games, prizes and so much more! Come one, come all!

COMMITTED TO QUALITY

By: Jennifer Mendez, Advocate III, East Side Head Start

A big thank you to all staff at Eastside and Madera Head Start management staff for their hard work and dedication, especially during the QRIS Quality Counts Early Stars rating assessment for the 2017/2018 school year. More information regarding Eastside’s QRIS rating to come. Stay tuned!
A JOYFUL BACK TO SCHOOL SEASON

By: Alex McBrearty, Advocate III, Victim Services Center

It takes a village to prepare for back to school season. The Madera County Sheriff’s Peace Officer Unit did not hesitate to jump into action when they heard of a family in need of school supplies and clothing. The Sheriff’s office Administration department, John Markel from the District Attorney’s Office, and Angie Hill from our Assistant District Attorney's Office donated backpacks, school supplies, and clothing for two children and a teen receiving services from the Victim Services Center at CAPMC.

SECOND QUARTER SAFETY CHAMPION

Luis Joaquin

Congratulations to our second quarter Safety Champion, Luis Joaquin! Luis noticed water dripping from ceiling at the Madera Head Start copy room. He cleaned up the wet spots, moved the copy machine and furniture to dry areas and contacted Maintenance Worker II to have the vendor fix the air conditioner’s leaking problem. His attention to detail and swift action helped keep CAPMC’s Gill Office building safe. Luis received a $50 gift card, courtesy of Heffernan Insurance Brokers.
Let's start Jabbering!

By: Bill Frame, Application Analyst, I.T.

If you like the convenience of texting on your cell phone for quick, short communication, you will like Jabber. Jabber is a tool that integrates our phone system and Outlook in a desktop application. It works like your cell phone’s text messaging in our agency’s computer network but on steroids. It also connects to the voice mail system so you can get your voice message through Jabber. According to Cisco, Jabber “streamlines communications and enhances productivity by unifying presence, instant messaging, video, voice, voice messaging, screen sharing, and conferencing capabilities securely into one client on your desktop.”

The Jabber “Hub” is where it all starts. Here you can see all of your Contacts, recent phone calls, any voice messages you might have, and any upcoming meetings. Click on one of your contacts and their contact window opens.

From here you can see their availability, start a chat session with them, call them, or send them an email. In addition to chatting with one person, you can have group chat sessions with multiple selected people or everyone in one of your contact groups. Or you can “Broadcast” a message to selected people or everyone in one of you groups.

Other features include:
- Sending a screen shot in a text message
- Send a file to a Jabber user
- Sharing your computer screen with other Jabber users
- View your “recent” phone calls and then click on one of them to call that person
- View and listen to your voice messages through your computer speakers or headphones
- View the items on you Outlook calendar

Jabber has been installed on many of the agency’s desktop computers and we will be “pushing” it out to more of them in the near future.

For more information on Jabber and all the things you can do with it, see “Jabber” in the CAPMC How-To Wiki on CAPnet. (https://maderacap.sharepoint.com/CAPMC%20HowTo%20Wiki/Jabber.aspx)
ETHICS HOTLINE POSTER COMPETITION

Winner receives a $50 gift card!

We need to update our ethics hotline posters displayed around worksites, and CAPMC is looking for fresh ideas from employees to create new ones. As a winner, you will receive a $50 Visa gift card courtesy of Heffernan Insurance Brokers.

Poster criteria:
- 1 entry per current employee
- Poster size is 8 1/2 x 11 inches
- Poster can be color or black/white in 2-dimensional
- Poster content must meet the Agency’s Personnel Policies & Procedures
- Poster must have the Agency’s current logo (you can email/call Cristal Sanchez for the current logo), the hotline toll free number (877-453-7244), the hotline email (reportlineweb.com/CAPMC), and the service is available 24/7/365
- Must be original work, not infringe on copyright, trademark disputes, intellectual properties

All submissions must be done by noon October 5, 2018 to Human Resources Department located at 1225 Gill Ave Madera, CA. 93637. When you submit your poster, the entry from must accompany with the poster submission to the Human Resources personnel. CAPMC will keep all submitted posters and retain the rights of submitted posters.

CAPMC’s Management Team will review submitted posters during the October Managers’ Meeting to select three winners. Winners will be notified and announced in the Agency’s October newsletter.

Please email iyang@maderacap.org if you have any questions on this exciting opportunity.

You can make a copy of the Poster Contest Registration form on the next page and submit to HR to enter!

Human Resources Messages:
1) The Behavior-Based Interview tool has been updated to reflect better engagement with candidates
2) LifeMart app is now available for easier access to the Employee Discount Program
3) Visit kp.org/choosehealthy to find out several specialty health and fitness services
4) If you are interested in attending next NE/VO on 9/19/2018; please call Charmaine Pickens at 675-5771
5) Non-Head Start recall process is coming up—Packets will be deployed in September
## Ethics Hotline Poster Entry Form

**Entry Information (Please Print)**

<table>
<thead>
<tr>
<th>Employee’s ID Number:</th>
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<table>
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<tr>
<th>Employee’s Name:</th>
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<th>Worksite Site:</th>
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<tr>
<th>Telephone (Primary):</th>
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<th>Telephone (Secondary):</th>
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<th>Email:</th>
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**List Information about the Poster, if any.**

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**Acknowledgement**

I agree the submitted poster is in compliance of CAPMC Policies and Procedures and it does not violate any infringe on copyright, trademark disputes, or intellectual properties. I understand that the submitted poster will be the property of the CAPMC, and the CAPMC will reserve its rights and discretion of the item.

<table>
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<th>Date:</th>
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## Working With Difficult People Part I

We all have had to work with “difficult people.” Most of us have also been difficult for other people to work with. Robert M. Bramson, Ph.D., in his book, *Coping with Difficult People*, defines “difficult people” as people who use disruptive behavior patterns repeatedly with most of the people with whom they come into contact. They behave in almost a habitual way. It is believed that very few of the people we meet are truly “difficult people,” but they can have a significant negative impact on our level of stress, productivity, morale, and our motivation.

**Dr. Bramson categorizes difficult people into seven main groups:**

1. **Hostile:** bullying by bombarding, making cutting remarks or throwing tantrums
2. **Complainers:** gripping incessantly but never trying to do anything about what they’re complaining about
3. **Silent and Unresponsive:** responding to every question and every plea with a yep, a no or a grunt
4. **Super-Agreeable:** always being very reasonable, sincere and supportive in your presence but never producing what they say they will
5. **Negativists:** objecting to a proposed project with an explanation like “it won’t work”
6. **Know-it-all Experts:** wanting you to recognize that they know everything there is to know about anything worth knowing
7. **Indecisive:** stalling major decisions until the decision is made for them, and refusing to let go of anything until it’s perfect—which may mean never

### Coping

Here are six fundamental steps that will help you cope successfully, no matter what type of difficult person you are dealing with:

1. **Assess the situation** – Determine if you are dealing with a situation that is temporarily bringing out the worst in an ordinarily non-difficult person.
2. **Stop wishing the difficult person were different.**
3. **Get some distance between you and the difficult behavior** – That way, you do not become too wrapped up in the situation or allow yourself to be dragged into another unpleasant routine.
4. **Formulate a coping plan** – The behavior of human beings is highly interactional. There is always a relationship between an individual’s personality and the specific situation the person is in. Personality is simply the repertoire of strategies and tactics for dealing with life that an individual has learned to use. A difficult person is more likely to respond in ways that manage to bring the worst out of everyone. Defensive, unproductive behavior in the difficult person is more frequent, more easily elicited, and at a lower threshold than for the rest of us. If you can learn to avoid doing and saying those things that elicit negative behaviors from a difficult person and structure the interaction to encourage positive, more productive responses, then you will be coping more successfully with that individual.

   The main power you have for coping with the difficult behavior of other people is your ability to change the nature of the interaction you are both caught in. You can do this by changing your own behavior. **BE PROACTIVE NOT REACTIVE!**

5. **Implement your plan** – There are two main components of implementation; timing and preparation. It will pay to write out and practice your strategy before actually confronting that difficult person. Try to visualize the encounter.
6. **Monitor the effectiveness of your coping strategy; modify as needed** – It may also be necessary to abandon your coping effort and distance yourself from the situation if it is evident that your attempts at coping are not going to be effective.
COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY, INC.
THE SAFETY COMMITTEE PRESENTS:

BACK TO SCHOOL SAFETY TIPS

Prevent & Be Prepared for Back to School Related Emergencies

Back to School.
MOTORIST TIPS FOR CHILDREN’S SAFETY

What Can I Do?

Do Not Pass
It is illegal to pass a school bus that is stopped to load or unload children.

Seeing Yellow
School buses use yellow flashing lights to alert motorists that they are preparing to stop to load or unload children.

Seeing Red
Red flashing lights and an extended stop sign arm signals to motorists that the bus is stopped and children are getting on or off the bus.

Do Not Stop
Always stop when directed to do so by a school patrol officer, designated crossing guard.

Do Not Enter
Traffic in both directions stop on undivided roadways when students are entering or exiting a school bus.

Stay Behind
Traffic behind a school bus (traveling in the same direction) must stop.

School Bus

Distance
Stop your car far enough from the bus to allow children the necessary space to safely enter and exit the bus.

X

Stay Alert
Children are the least predictable pedestrians and the most difficult to see.

Don’t Honk
Don’t honk your horn, raze your engine or do anything to rush or scare a child in front of your car.

Messages from the Safety Committee:

1) Luis Joaquin is our Safety Spotlight winner for 2nd quarter this year
2) September is CAPMC’s safety month and the theme is “No 1 Gets Hurt”; please plan to participate in activities, such as game piece drawings, color/theme wears, safety vests competition, safety grams.
3) Report injuries immediately and take pictures of the injury-related equipment or locations to gain understanding of the situations
4) Practice heat safety... hydrate, shades, sunscreen
5) Be aware of your surroundings.

DAYS without INJURY as of 08/10/18

CAPMC: 10 DAYS
Gill: 93 DAYS
Madera/Mariposa Regional HS: 57 DAYS
Madera Migrant/Seasonal HS: 284 DAYS
Fresno Migrant/Seasonal HS: 284 DAYS
**COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY, INC.**

**THE WELLNESS COMMITTEE PRESENTS:**

<table>
<thead>
<tr>
<th>Wellness Committee Members</th>
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<tbody>
<tr>
<td><strong>Administration</strong></td>
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<tr>
<td>Cristal Sanchez</td>
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<tr>
<td>675-5748</td>
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<tr>
<td><strong>Community Services</strong></td>
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<tr>
<td>Ariana Gomez</td>
</tr>
<tr>
<td>664-8212</td>
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<tr>
<td>Ana Ibanez</td>
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<tr>
<td>675-5747</td>
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<tr>
<td><strong>APP/R &amp; R</strong></td>
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<tr>
<td>Melissa Pacheco</td>
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<tr>
<td>675-5745</td>
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<tr>
<td><strong>Fiscal</strong></td>
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<tr>
<td>Yessenia Casillas</td>
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<tr>
<td>675-5757</td>
</tr>
<tr>
<td>Tina Gomez</td>
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<tr>
<td>675-5761</td>
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<tr>
<td><strong>Fresno Migrant Head Start</strong></td>
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<tr>
<td>Flora Chacon</td>
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<tr>
<td>276-5832</td>
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<tr>
<td>Andrea Guerrero</td>
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<td>276-5838</td>
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<tr>
<td><strong>Madera Head Start</strong></td>
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<tr>
<td>Raya Fitzgerald</td>
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<td>675-5724</td>
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<tr>
<td>Jissel Rodriguez</td>
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<td>675-5740</td>
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<tr>
<td>Rosalva Romero</td>
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<td>675-5600</td>
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<tr>
<td><strong>Human Resources:</strong></td>
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<tr>
<td>Charmaine Pickens</td>
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<tr>
<td>675-5771</td>
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<tr>
<td><strong>Victim Services:</strong></td>
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<tr>
<td>Alejandra McBearty</td>
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<tr>
<td>675-5702</td>
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<tr>
<td>Melvis Mendoza-Mentel</td>
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</tbody>
</table>

**SAVE BIG!**

*Are you taking advantage of CAPMC’s Employee Discount Program?*

Have you been taking advantage of your Employee Discount Program lately? Well if you haven’t it just got easier....Life Mart has launched a mobile app! You can now access your employee discounts while you are on the go just by downloading the mobile app to your smart phone. This makes it more convenient to get your savings on travel, entertainment, electronics, home services, groceries, gifts, and so much more!

Contact Charmaine Pickens at 675-5771 if you have questions or need help setting up your account.
COMMUNITY ACTION PARTNERSHIP OF MADERA COUNTY, INC.

BOARD DISCUSSION ITEMS...Board of Directors

The following is a synopsis of the Action Items from the Board of Directors Meeting on August 9, 2018. If you are interested in seeing any items in more detail, please contact Cristal Sanchez.

- **RECOMMENDATION: F-1**
  Review and consider authorizing the Executive Director of Community Action Partnership of Madera County, Inc. (CAPMC) to enter into contract with the Madera County Department of Social Services (DSS) to participate in the Emergency Child Care Bridge Program for Foster Children.

**SUMMARY:**
CAPMC Resource & Referral (R&R) and DSS will work together to ensure eligible families receive a time-limited child care payment to help pay for child care costs for foster children up to age 12, children with exceptional needs, and severely disabled children up to age 21. R&R will provide a Child Care Navigator, and Trauma-Informed Care Training and Coaching for Family Child Care Home Providers.

**FINANCING:**
Program Overview and Budget effective September 1, 2018:
- Emergency Child Care Voucher (Assistance) $100,177.00
- Child Care Navigator (Administration) $45,182.00
- Trauma-Informed Care Training and Coaching (Administration) $20,833.00

**BOARD ACTION:** Approved

- **RECOMMENDATION: F-2**
  Review and consider approving Fresno Migrant/Seasonal Head Start’s 2018 Self-Assessment Report.

**SUMMARY:**
The policy/procedure determines and guides staff and Policy Committee in the 2018 program planning and goal setting for Fresno Migrant/Seasonal Head Start. 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 1302.102(b)(2)(i).

**FINANCING:**
None

**BOARD ACTION:** Approved

- **RECOMMENDATION: F-3**
  Review and consider granting authorization for the Executive Director of Community Action Partnership of Madera County, Inc. to submit Request for Proposal (RFP) to First 5 Fresno County on behalf of the Fresno Migrant & Seasonal Head Start program in the city of Mendota to operate a Winter Migrant & Seasonal Program along with intensive Health Institute services for parents.

**SUMMARY:**
First 5 Fresno County is requesting proposals for their coordination of alignment of Early Childhood Services in rural Fresno County. The two target areas are Huron and Mendota.

**FINANCING:**
Total grant award will be determined by First 5 Fresno County.

**BOARD ACTION:** Approved

- **RECOMMENDATION: F-4**
  Review the progress and outcomes of the Community Action Partnership of Madera County CAPQuest Strategic Plan 2010-2020 progress report. (Informational only)

**SUMMARY:**
CAPQuest 2010-2020 strategic plan was approved by the Board of Directors in December 2009. The plan defines goals, objectives and measures and initiatives that align with the Baldrige Standards of Excellence.

**FINANCING:**
N/A

**Board Action:** Informational Only

- **RECOMMENDATION: F-5**
  Review the 2018 Community Services Block Grant (CSBG) Work Plan. (Informational Only)

**SUMMARY:**
The 2018 (CSBG) Work Plan outlines the goals that the agency programs are working on during the contract year.

**FINANCING:**
N/A

**BOARD ACTION:** Informational Only

- **RECOMMENDATION: F-6**
  Review and consider approving the submission of the 2019/2020 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 individuals with disabilities. As of November 1, 2018 expansion dollars will allow CAPMC to lease 2 more 3 bedroom units to house 3 men and 1 family or 6 men depending on the need.

**FINANCING:**
- HUD $285,671
- CSBG $30,000
- Rental Income $15,250
- Additional Non Cash Match $10,000

**BOARD ACTION:** Approved

- **RECOMMENDATION: F-7**

**SUMMARY:**
Periodically, the Chief Financial Officer reviews the Accounting and Financial Procedures Manual and makes changes as deemed necessary. The last full adoption of the Financial Procedures Manual took place in January 2016. CSBG Organizational Standard 8.10 provides that staff review fiscal policies within the past 2 years, update, as necessary, with changes approved by the governing board. The draft of the revised policies is attached for your review. New additions or changes to the manual are underlined. Deletions are shown in the right hand section of each page.

**FINANCING:**
None, although it is necessary to have written financial policies and procedures to be in compliance with the Agency’s contracts and grant awards.

**BOARD ACTION:** Approved

If you are interested in seeing any items in more detail, please contact Cristal Sanchez.
Name: Jeremy Blanc  
Job Title: Maintenance Worker I  
How long have you worked for CAPMC: 4 Months  
What do you like most about your job: Driving to different centers and doing different things everyday.  
What do you do in your spare time: Coach sports teams for children  
Family: My wife Monica, son Mason, and daughters Ryland and Avery  
Travels: England, Ireland, Japan, Guam, Alaska, Thailand  
Pets: 1 dog, Leia  
Favorite Junk food: Ice cream  
Favorite saying: “Perception is reality”  
Greatest achievement: Raising my kids  
Of all people who would you like to have dinner with and why: Mark Cuban because he is a smart, self-made, billionaire with good advice  
Best advice ever given: Don’t wait for things to happen, make them happen for yourself.  
Favorite color: Any shade of blue  
Favorite movie: Beauty and the Beast
Favorite vacation spot: Any beach, I love the ocean  
Favorite sports teams/individuals: Dallas Cowboys  
Favorite holiday: Thanksgiving because I love having a special dinner  
Favorite TV show: Parks & Rec.  
Favorite song: Wagon Wheel by Darius Rucker  
Favorite color: Orange  
Favorite movie: Indiana Jones: The Last Crusade  
Favorite song: Wagon Wheel by Darius Rucker  
Favorite TV show: Parks & Rec.  
Favorite holiday: Thanksgiving  
Favorite sports teams/individuals: Dallas Cowboys  
Favorite vacation spot: Lake Alpine  
If you were stuck on a deserted island and could only have three things, what would they be: Machete, duct tape, tarp  
A random or fun fact about you: I still think Gaston was the true hero in Beauty and the Beast   
Where do you see yourself in 2 years: 2 years closer to my degree  
How do you carry out the agency mission: By making sure all safety standards are up to date so kids will be safe at Head Start  
Best thing about your position: New people, places, and tasks everyday  
Advice to new employees on how to be successful in the agency: Be respectful and kind and you will be treated the same  
A must-know fact about you: I served 8 years in the US Air Force.

Name: Laura Lomeli  
Job Title: Customer Assistance Technician  
How long have you worked for CAPMC: Close to two months  
What do you like most about your job: Seeing how much all of the resources we have to offer can make such a difference in a person’s life  
What do you do in your spare time: I am using my spare time to finish illustrating several children’s books I’ve written but, I also play guitar and love being outdoors.  
Family: I am married with 3 kids. Matthew is 6 years old, Camilla is 5 years old, and Skye Vivienne is 3 years old.  
Travels: Mexico (Mexico City, Acapulco, Mazatlán, Monterrey, Tulum, Cancun, Veracruz, etc.) Jamaica, Grand Cayman Islands, Haiti, Florida, Arizona, Texas  
Pets: My last pet, who I still miss, was a black chow named Oso.  
Favorite Junk food: With God all things are possible!!  
Favorite saying: A flower never concerns itself with other flowers in order to bloom  
Favorite color: Any shade of blue  
Favorite TV show: Right now I’m waiting for the Game of Thrones Finale!  
Favorite holiday: Thanksgiving because I love having a special dinner around the people I love. Plus, I always organize a special way for us to all say why we are grateful for each other.  
Favorite vacation spot: Any beach, I love the ocean  
If you were stuck on a desert island and could only have three things, what would they be: Shelter, food, and music.  
A random or fun fact about you: Long ago, I did an internship with Giorgio Armani in LA and I hated the paparazzi. Not because they bothered me, but my job was to oversee and get the celebrity to their location.  
Please include some thoughts about your job, co-workers or the families you work with: Amazing, kind, and grateful.  
Where do you see yourself in 2 years: I see myself going back to Fresno State to finish my Bachelors and growing professionally and personally  
How do you carry out the agency mission: I love to help others, and believe that my personal development is an integral part of being an asset to our community. So, I strive to learn and grow and do better than yesterday, every single day.  
Best thing about your position: Helping others and my co-workers  
Advice to new employees on how to be successful in the agency: Always do your best!  
Ways you are involved in the agency: I strongly believe in our agency values and believe in the difference we can make to our community. We are individual, but we function as a whole and I’m part of that.  
A must-know fact about you: I love kickboxing and martial arts but have only done kickboxing.