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## From the Director's Chair

*Melody Woosley*

San Antonio temperatures have been riding a heat wave, and DHS-related programs have been even hotter with two big announcements - All-America City Award and International Campaign for Compassionate Cities.

San Antonio was one of 15 cities awarded the All-America City Award from the National Civic League and the Campaign for Grade-Level Reading (GLR) for demonstrating measurable progress in school readiness, school attendance and grade-level reading for children from low-income families. San Antonio received this award for the sixth time.

The award is a true testament to the high quality early childhood education services our Head Start, Pre-K 4 SA and other City education programs are providing to our children with the greatest needs.

As for the All-America City Award, Department of Human Services, Pre-K 4 SA, Metro Health, Parks & Recreation, and Library departments – in partnership with United Way's ReadyKidSA Coalition, P-16 Plus Council of Greater Bexar County, San Antonio Housing

Authority, local school districts and numerous community organizations – have collectively used their resources to help San Antonio's young children follow the path to educational success.

Through community outreach, cross-sector collaboration, engagement, diversity and inclusiveness, San Antonio's GLR campaign spanned 15 school districts, reached over 51,000 low-income children and made measurable community impact.

The 2017 All-America City Award winners are communities that demonstrated they have moved the needle on outcomes for children from low-income families in at least two community solutions areas of school readiness, school attendance, summer learning and/or grade-level reading.

Meanwhile, City Council approved a resolution affirming the Charter for Compassion and authorized registration with the International Campaign for Compassionate Cities, actions that underscore Council and Mayor commitment to modeling good government that works for everyone.



The International Campaign for Compassionate Cities is a movement inspired by the Golden Rule, which calls on each person to treat others as they wish to be treated.

Mayor Ron Nirenberg celebrated by signing the resolution during a Facebook Live event, the first resolution ever signed by a San Antonio mayor on social media. He was joined by DHS's own Rev. Ann Helmke, Faith-Based Liaison, and members of the faith community.

In 2013, the interfaith community, in partnership with the International Campaign for Compassionate Cities, established Compassionate San Antonio to bring the Charter for Compassion to the City of San Antonio. Adoption of this resolution is consistent with DHS goals, and will be facilitated by and integrated with the DHS Faith-Based Initiative.

## Callanen, Flores join DHS family

DHS welcomes Leticia Callanen and Rebecca Flores.

Callanen is a new Project Manager. She graduated from the University of the Incarnate Word with a B.A. in communications and fine arts, and earned her Master of Public Administration from UTSA.

Callanen has experience in project management, performance analysis and system improvement, having worked in the City Manager's Office, and then as an independent management consultant before



*Leticia Callanen*

joining San Antonio Water System. Since rejoining COSA, she has immersed herself in the DHS culture by meeting with division managers and staff in order to jumpstart an important initiative to drive the department's objective to use data



*Rebecca Flores*

to demonstrate results and improve services.

Flores rejoined COSA and now oversees Head Start, AmeriCorps VISTA, San Antonio Education Partnership, Ambassador Summer Internship Program, and other education/

youth initiatives.

Flores previously worked for COSA as the education policy and services administrator, focusing on developing and implementing Pre-K 4 SA. She also served as director of government relations for Houston ISD, where she oversaw federal, state, and local legislative issues.

She taught in HISD and served as an adjunct professor for Houston Community College System. Flores has a Bachelor's from UT-Austin and a Master's from the John F. Kennedy School of Government at Harvard University.

## Project Cool kicks off 2017 fan campaign

DHS, San Antonio Fire Department, and community partners came together June 2 to kick off the annual Project Cool campaign.

Project Cool is a citywide initiative addressing the need to provide relief from record-breaking summer temperatures for senior citizens and individuals with disabilities.

Through a partnership with Catholic Charities Archdiocese of San Antonio Inc., the Fire



Department, and DHS, Project Cool provides 20-inch box fans to thousands of individuals.

United Way of San Antonio and Bexar County and the Society of St. Vincent de Paul, San Antonio are also involved.

The public can drop off fans at any fire station except for Station No. 23. (Airport). Fans may be dropped off between 10 a.m. and 8 p.m. Citizens needing a fan may call the United Way Helpline at 211.

## Staff hear cultural inclusion



Debra Canales (left), SMA, and Katie Cunningham (right), MA, with the Head Start Division, attended the 4th annual Cultural Institute Conference – Linking Social Determinants of Health to Health Disparities and Cultural Inclusion. Attendees experienced interactive activities, panel and podium presentations on health disparities. The keynote presentation, *Transforming Healthcare through Social Determinants of Health*, was presented by the Acting Surgeon General of the United States, Rear Admiral Sylvia Trent-Adams (middle).

## Recognized



Dan Sullivan, Community Services Supervisor at Willie Velasquez Center, received a Certificate of Appreciation from Darlene Volz, Director of Adult & Community Education at SAISD, for 'Recognition of your Deep Commitment and Outstanding Devotion to their Organization and the People We Serve.'

Happy birthday to DHS staff in July:

- Liesl Schauer, Family Assistance Division, 2
- Crystal Cox, Senior Comprehensive Centers, 6
- Veronica Koch, Head Start Division, 6
- Miroslavia Gonzalez, Child Care Services Division, 6
- Angela Martinez-Alvarado, Family Assistance Division, 7
- Linda Stewart, Child Care Services Division, 8
- Erika Mora, Head Start Division, 10
- Belinda Guzman, Family Assistance Division, 13
- Elizabeth Gonzales, Head Start

Happy Birthday!



- Division, 13
- Elva Hernandez, City-Operated Nutrition Site, 13
- Graciela Canales, Senior Comprehensive Centers, 14
- Roxanne De Hoyos, Head Start Division, 15
- Maria Diaz, Head Start Division, 16
- Patricia Ramirez, Head Start Division, 17
- Samantha Rendon, Head Start Division, 18
- Perla Treviño,

- Head Start Division, 18
- Jesus Fonseca, Director's Office, 19
- Sandra Guerrero, Child Care Services Division, 20
- Kimberly Bianco, Contracts Management, 24
- Cherri Smith, Child Care Services Division, 25
- Michael Alvarez, Head Start Division, 26
- Eric Teague, Senior Administration, 26
- Sandra Carney,

- Senior Comprehensive Centers, 26
- Mayra Elizondo, Family Assistance Division, 27
- Gladys Carrillo, Head Start Division, 27
- Hilda Banuelos, Family Assistance Division, 27
- Angelita Bernal, Child Care Services Division, 29
- Norma Hernandez, Family Assistance Division, 29
- Danica Brown, Senior Administration, 30
- Marc Wonder, Homeless, 30
- Kathy Burriola, Head Start Division, 31
- Melody Woosley, Director's Office, 31



## Wendy Casey earns promotion in Family Assistance

The Department of Human Services congratulates Wendy Casey on her recent promotion.

She has been promoted to Community Services Supervisor for the Family Assistance Division.

Casey previously worked as a Community Service Specialist with Emergency Assistance and the Training for Job Success program for the past eight years.

As a Community Services Supervisor, she will work closely with FAD programs in gathering data, preparing monthly reports for funding sources, and assisting with state reports to the Texas Department for Housing and Community Affairs for the Community Services Block Grant.

Casey received her Bachelor's degree in Criminal Justice from the University of Texas at San Antonio and in 2011 received a Certified Public Manager license through Texas State University-San Marcos.

She is looking forward to returning to school and earning a Master's degree within the next few years.

## Celebration highlights individuals who became financially self-sufficient

The DHS Transition Out of Poverty celebration May 5 highlighted success stories and honored individuals who participated in or completed the City's Training for Job Success (TFJS) program and transitioned out of poverty in 2017.

The celebration was at Claude Black Community Center.

The TFJS program provides long-term case management services designed to support individuals living in poverty who want to achieve financial self-sufficiency through education and training that leads to gainful employment in high-demand occupations.

Income-eligible

participants (below 125% of the federal poverty guideline) receive comprehensive case management; tuition and textbook assistance; as well as uniforms and supplies needed to participate in occupational training programs. This year, 36 clients are projected to transition their households out of poverty; those clients represent a total of 95 family members who will benefit from this program. In 2016, 95 household members transitioned out of poverty. TFJS graduates are now employed in high-demand careers such as nurses, dental assistants, computer systems analysts, HVAC technicians, aircraft mechanics, and electricians.



*Training for Job Success participants hold their certificates at the celebration in their honor. They are joined by their Department of Human Services case managers.*



*LEFT: Fedra Chapa (seated, middle) had a surprise party by co-workers in Contracts Management. RIGHT: Angela Martinez-Alvarado and Sheila Anderson-Ruth earned their degrees.*

## DHS employees receive college degrees

DHS is proud of several staff members who recently earned college degrees.

Fedra Chapa, Management Analyst in Contracts Management, received a second Master's - Master of Science in Urban and Regional Planning from UTSA. Her first Master's was a Master of Public Administration from UTSA.

She also has a Graduate Certificate in Historic Preservation and Real Estate and Development from UTSA, and a Professional Certificate in Leadership from Rice

University.

Angela Martinez-Alvarado, who oversees the Financial Empowerment Center, began her studies with St. Mary's University School of Law in fall 2013 through the evening program.

This spring, she earned a Doctor of Jurisprudence along with a certificate for her work in pro bono and public service. She is studying for the bar exam.

Sheila Anderson-Ruth, Senior Management Analyst in Family Assistance Division, is currently enrolled in a Dual

Organizational Leadership program at Our Lady of the Lake University.

Last December, she received a Master's of Science in Organizational Leadership. She is continuing her studies toward a doctorate.

Hilda Banuelos, Administrative Assistant I in Family Assistance Division, earned an Associate's in Public Administration from San Antonio College. She plans to enroll at Texas A&M-San Antonio for a Bachelor's in Public Administration.



## FAD in-service: Bridges Out of Poverty

*Terie Dreussi-Smith, MA Ed, author and consultant, was the presenter at the DHS Family Assistance Division in-service June 2. She spoke on 'Bridges Out of Poverty: Strategies for Professionals & Communities.' Topics discussed included Creating a Mental Model of Generational Poverty; Language, Story and Cognition; Family Structure; Resources; and Program Design. The daylong session was at the Roosevelt Park Clubhouse.*

## Head Start gives out Jule Sugarman Awards

The Head Start Division honored four staff members with the Jule Sugarman Distinguished Staff Award, which recognizes staff for their hard work and dedication to children and families.

The award, named for one of the founders of the Head Start program in the 1960s, was created by the Head Start Policy Council during the 2015-2016 program year. Mikel Brightman, Head Start Division Administrator, presented the awards to Veronica Gutierrez, Caroline Hiskey, Yvonne Cedillo, and Jessica Torres.

Gutierrez is a teacher at Stafford Early Childhood Center in Edgewood ISD. Hiskey is a teacher at Madison Elementary in San Antonio ISD.

Cedillo was recognized with the Jule Sugarman



*Award winners are (left to right) Veronica Gutierrez, Caroline Hiskey, Jessica Torres, and Yvonne Cedillo.*

Distinguished Staff Award for the Family and Community Support team. She is currently split between Forbes and Carroll elementary schools in San Antonio ISD.

Torres, a teacher at Healy Murphy Center, was selected for the Jule Sugarman Distinguished Staff Award for Early Head Start-Child Care Partnership.

The awards were presented at the Head Start Policy Council meeting May 23.



## Young at heart enjoy day in the park

*As part of the national Older Americans Month observance – ‘Age Out Loud’ – DHS celebrated Seniors’ Day in the Park with registered and active members of the City’s nutrition program. Approximately 1,600 seniors attended May 12 at Mateo Camargo Park. The event was sponsored by DHS and the City/County Joint Commission on Elderly Affairs, which presented 16 Senior Community Service Awards. Seniors participated in Zumba, line dancing, Tai Chi, chair volleyball, hand drumming, bean bag toss, piñatas, and other activities.*





## Career Day pediatricians

*The Head Start campus at Knox Early Childhood Education Center in San Antonio ISD celebrated Career Day. Children at Knox ECE celebrated career day by dressing for their future career. While visiting the Knox campus, Dr. Amanda Phan took the opportunity to engage and answer questions on her profession. Dr. Phan is a Baylor College of Medicine Pediatric Resident with the Children's Hospital of San Antonio. She is shown with Knox students dressed like future doctors.*

## Faith-Based Initiative holds 2nd convening session

The second gathering of the City's Faith-Based Initiative came together for an inspiring and facilitated approach to addressing community concerns from the first session.

The gathering was held May 25 at the San Antonio Food Bank's Community Engagement Center. San Antonio's faith community, with faith-based organizations and agencies, came together to focus on mutually discerned concerns from the first session April 3.

Community and faith leaders discussed Generational Poverty, Homelessness and Hunger, Immigration and Refugees, and Literacy, as well as continuing conversations on Children & Foster Care, Mental Health, Neighborhoods, Public Health, and Religious Discrimination.

The group listened to Dr. Christena Cleveland



from the Duke University Divinity School. She spoke about mutual and equitable community partnerships. A second speaker was Dr. Wendy Ellis from The George Washington University. She addressed building community resilience.

## Head Start Early Learning Summit a success

DHS Head Start and Pre-K 4 SA held their annual Early Learning Summit at the San Antonio Food Bank. This collaborative effort was a free training event open to early childhood educators and school administrators from around the city.

Participants enjoyed a customized professional development experience designed by Judy Jablon, author of "Powerful Interactions" and delivered by Jonathan Fribley, Powerful Interactions Trainer. Practical strategies for relationship building,

books, and other resources were provided to 170 participants.

Positive feedback was provided by the participants. One teacher noted fellow attendees having "aha moments" during the session. The lessons shared were meant to inspire early childhood professionals at various levels, including those working outside the classroom.

Plans for the 2018 Early Learning Summit are under way. Registration opens December 2017.

## Head Start's Roach gives keynote at UNC-Charlotte ceremony

Rhonda Roach, Head Start Division, presented the keynote address for The University of North Carolina at Charlotte, Department of Political Science and Public Administration's Annual Awards Ceremony.

The event included the induction of 17 new members into the National Political Honor Society, Pi Sigma Alpha, of which Roach is a member.

Each year, the department

invites one alumni to share their insights from their education to profession.

Roach attended UNC-Charlotte between 2003-2005 and completed her Master of Public Administration from the University of Texas San Antonio in 2007.

She has been with the Department of Human Services since August 2008. Roach is a Special Project Manager.



## Housing Summit



*Gloria Gomez and Veronica Loxsom from Family Assistance Division stand with former Mayor Ivy Taylor at the Mayor's Housing Summit on May 23 at the Henry B. Gonzalez Convention Center.*

## Water aerobics



*With summer here, seniors enjoy the YWCA water aerobics class at Normoyle. It is a partnership with Parks & Recreation for use of their pool during summer time.*

## Prom at Normoyle Senior Center





# Happy Birthday!



Happy birthday to DHS employees in June:

- Arlene Angel, Child Care Services Division, 4
- Rachel Pearce, Head Start Division, 5
- Kim Jordan, Head Start Division, 5
- Diana Luna, City-Operated Nutrition Site, 6
- Irasema Pizano, Head Start Division, 6
- Rosio Plata, Head Start Division, 10

- Maria Medina, Child Care Services Division, 10
- Antonia Perez, Head Start Division, 13
- Joshua Villela, Head Start Division, 13
- Brenda Rodriguez, Family Assistance Division, 14
- Juan Guajardo, City-Operated Nutrition Site, 14
- Nancy Bannerman, Head Start Division, 15
- Jennifer Barrientes, Head Start Division, 17

- Danna Garza, Head Start Division, 17
- Willie Floyd, City-Operated Nutrition Site, 17
- Debra Canales, Head Start Division, 18
- Mary Cavazos, Senior Comprehensive Centers, 20
- Jamie Timmerman, Child Care Services Division, 22
- Brenda Murphy, Senior Comprehensive Centers, 22
- Rhiannon Pape, Head Start Division, 25
- Cassandra Farias-Ybarra, Head Start Division, 28
- Rosanna Del Toro, Child Care Services Division, 28
- Farahnaz Kian, Head Start Division, 29

## Farewell



*LEFT: After a year as a VISTA volunteer for Head Start, Leslie Alfaro fulfilled her AmeriCorps VISTA commitment and is off to find a permanent home to develop and share her skills. RIGHT: On May 4, Maureen St. Julian celebrated her 101st birthday at the District 5 Senior Center.*

## A century plus



**CITY OF SAN ANTONIO  
DEPARTMENT OF HUMAN SERVICES**

Our Mission: *To strengthen the community through human services investments, resources, and partnerships.*

Please submit your articles and photos or news tips to Roland Martinez, Public Relations Manager, at [roland.martinez3@sanantonio.gov](mailto:roland.martinez3@sanantonio.gov), 210-207-5920.

