

WEST VALLEY WATER DISTRICT  
855 W. Base Line Road, Rialto, CA 92376  
PH: (909) 875-1804 FAX: (909) 875-1849

NOTICE OF CALL OF  
AND AGENDA FOR  
SPECIAL MEETING  
(Government Code § 54956(a))

PLEASE TAKE NOTICE that the President of Directors of the West Valley Water District has called a Special Meeting of the Board of Directors for

6:00 P.M. on WEDNESDAY, JULY 27, 2022,  
CLOSED SESSION - 6:00 PM • OPEN SESSION – 6:15 PM

**BOARD OF DIRECTORS**

Channing Hawkins, President  
Greg Young, Vice President  
Vacant, Director – Division 2  
Angela Garcia, Director  
Kelvin Moore, Director

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"In order to comply with legal requirements for posting of agendas, only those items listed in this NOTICE OF CALL AND AGENDA FOR SPECIAL MEETING will be considered by the Board of Directors."

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On March 4, 2020, Governor Newsom declared a State of Emergency resulting from the threat of COVID-19. On September 16, 2021, Governor Newsom signed Assembly Bill No. 361 into law. Assembly Bill No. 361 amends Government Code section 54953(e) by adding provisions for remote teleconferencing participation in meetings by members of a legislative body, without the requirements of Government Code section 54953(b)(3), subject to the existence of certain conditions. The West Valley Water District adopted a resolution determining, by majority vote, that, as a result of the declared State of Emergency, the District is adopting the State protocol which allows meetings in person and/or via teleconference. Accordingly, it has been determined that all Board and Workshop meetings of the West Valley Water District will be held pursuant to Assembly Bill No. 361, the Brown Act and will be conducted via teleconference and in person. Members of the public may listen and provide public comment via telephone by calling the following number and access code: Dial: (888) 475-4499, Access Code: 840-293-7790 or you may join the meeting using Zoom by clicking this link: <https://us02web.zoom.us/j/8402937790>. Public comment may also be submitted via email to [administration@wvwd.org](mailto:administration@wvwd.org). If you require additional assistance, please contact [administration@wvwd.org](mailto:administration@wvwd.org).

## OPENING CEREMONIES

Pledge of Allegiance  
Opening Prayer  
Call to Order  
Roll Call of Board Members

## ADOPT AGENDA

## PUBLIC PARTICIPATION

*Any person wishing to speak to the Board of Directors on matters listed or not listed on the agenda, within its jurisdiction, is asked to complete a Speaker Card and submit it to the Acting Board Secretary, if you are attending in person. For anyone joining on Zoom, please wait for the Board President's instruction to indicate that you would like to speak. Each speaker is limited to three (3) minutes. Under the State of California Brown Act, the Board of Directors is prohibited from discussing or taking action on any item not listed on the posted agenda. Comments related to noticed Public Hearing(s) and Business Matters will be heard during the occurrence of the item.*

***Public communication is the time for anyone to address the Board on any agenda item. Also, please remember that no disruptions from the crowd will be tolerated. If someone disrupts the meeting, they will be removed.***

## CONSENT CALENDAR

*All matters listed under the Consent Calendar are considered routine and will be enacted by one vote. There will be no separate discussion of these items unless a member of the Board of Directors, Staff Member, or any member of the public request a specific item(s) be removed for separate action.*

### Consideration of:

NONE

## BUSINESS MATTERS

### Consideration of:

1. Award of Contract to Provide Temporary Administrative Services
2. Procedural Requirements - Division 2 Vacancy (No Vote Required).
3. Review Credentials of Prospective Candidates for Division 2.
4. Appointment Division 2.
5. Oath of Office – New Division 2 Director

**REPORTS - LIMITED TO 5 MINUTES MAXIMUM (Presentations or handouts must be provided to Board Members in advance of the Board Meeting).**

- 1. General Manager**
- 2. Legal Counsel**
- 3. Board Members**

**UPCOMING MEETINGS**

1. August 2, 2022- SBVMWD Regular Board of Directors Meeting at 2:00 p.m. at 380 East Vanderbilt Way, San Bernardino, CA 92408.
2. August 4, 2022 - West Valley Water District Regular Board of Directors Meeting at 6:00 p.m. at District Headquarters.
3. August 8, 2022- Human Resources Committee Meeting at 6:00 p.m. at District Headquarters.
4. August 9, 2022- Safety & Technology Committee Meeting at 6:00 p.m. at District Headquarters.
5. August 10, 2022- Engineering, Operations & Planning Committee Meeting at 6:00 p.m. at District Headquarters.
6. August 11, 2022-External Affairs Committee Meeting at 6:00 p.m. at District Headquarters.
7. August 16, 2022- SBVMWD Regular Board of Directors Meeting at 2:00 p.m. at 380 East Vanderbilt Way, San Bernardino, CA 92408.
8. August 18, 2022, West Valley Water District Regular Board of Directors Meeting at 6:00 p.m. at District Headquarters.
9. August 23, 2022- Policy Review Committee Meeting at 6:00 p.m. at District Headquarters.
10. August 24, 2022- Finance Committee Meeting at 6:00 p.m. at District Headquarters.

**UPCOMING EDUCATIONAL & TRAINING OPPORTUNITIES**

1. August 12, 2022 – Southern California Water Conference, 8:00 a.m. to 1:00 p.m.
2. August 22-25, 2022 – California Special Districts Association Annual Conference.
3. Oct. 4-6, 2022 – WaterSmart Innovations Conference.

## CLOSED SESSION

- CONFERENCE WITH LEGAL COUNSEL - EXISTING LITIGATION - Pursuant to Paragraph One (1) of Subdivision (d) of the Government Code Section 54956.9 Case Name: Naisha Davis v. West Valley Water District et al. Case No. 20STCV0323.

## ADJOURN

### DECLARATION OF POSTING:

I declare under penalty of perjury, that I am employed by the West Valley Water District and posted the foregoing Agenda at the District Offices on July 26<sup>th</sup>, 2022.



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Jon Stephenson, Director of General Services

### Please Note:

Material related to an item on this Agenda submitted to the Board after distribution of the agenda packet are available for public inspection in the District's office located at 855 W. Baseline, Rialto, during normal business hours. Also, such documents are available on the District's website at [www.wvwd.org](http://www.wvwd.org) subject to staff's ability to post the documents before the meeting.

Pursuant to Government Code Section 54954.2(a), any request for a disability-related modification or accommodation, including auxiliary aids or services, in order to attend or participate in the above-agendized public meeting should be directed to Jon Stephenson, at least 72 hours in advance of the meeting to ensure availability of the requested service or accommodation. Mr. Stephenson may be contacted by telephone at (909) 875-1804 ext. 303, or in writing at the West Valley Water District, P.O. Box 920, Rialto, CA 92377-0920.



**BOARD OF DIRECTORS  
STAFF REPORT**

**DATE:** July 27, 2022  
**TO:** Board of Directors  
**FROM:** Van Jew, Acting General Manager  
**SUBJECT:** PROCEDURAL REQUIREMENTS - DIVISION 2 VACANCY (NO VOTE REQUIRED)

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**DISCUSSION:**

The procedural requirements to fill the Division 2 Board vacancy is as described by the District's General Counsel memorandum dated June 30, 2022 (**Attachment B**). For reference, Government Code 1780 is also attached as **Attachment A**.

Upon declaration of vacancy of the Division 2 seat during a Regular Board of Directors meeting held on July 7, 2022, staff posted a notice of vacancy (**Attachment C**) at a minimum of three (3) conspicuous locations within the boundaries of the District.

Staff posted the notice at three (3) locations as shown below on Friday, July 14, 2022. The notices will remain posted through July 27, 2022. Below is a list of locations where the notices were posted within the District:

1. West Valley Water District Headquarters, 855 W. Baseline, Rialto, CA 92376 (Notice Board)
2. Pack N Mail, 2026 N. Riverside Ave., Rialto, CA 92377
3. J Check Cashing, 11391 Cedar Ave., Bloomington, CA 92316
4. Posted to the District's Website on the front page.

**STAFF RECOMMENDATION:**

This item is for information only.

Respectfully Submitted,

*Van Jew*

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Van Jew, Acting General Manager

VJ:js

**ATTACHMENT(S):**

1. Attachment A - CA Govt Code Section 1780
2. Attachment B - Board Vacancy Procedural Memo from Legal Counsel
3. Attachment C - Notice of Division 2 Vacancy Posting

# ATTACHMENT A

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**California Government Code Section 1780**

- (a) Notwithstanding any other provision of law, a vacancy in any elective office on the governing board of a special district, other than those specified in Section 1781, shall be filled pursuant to this section.
- (b) The district shall notify the county elections official of the vacancy no later than 15 days after either the date on which the district board is notified of the vacancy or the effective date of the vacancy, whichever is later.
- (c) The remaining members of the district board may fill the vacancy either by appointment pursuant to subdivision (d) or by calling an election pursuant to subdivision (e).
- (d) (1) The remaining members of the district board shall make the appointment pursuant to this subdivision within 60 days after either the date on which the district board is notified of the vacancy or the effective date of the vacancy, whichever is later. The district shall post a notice of the vacancy in three or more conspicuous places in the district at least 15 days before the district board makes the appointment. The district shall notify the county elections official of the appointment no later than 15 days after the appointment.
- (2) If the vacancy occurs in the first half of a term of office and at least 130 days prior to the next general district election, the person appointed to fill the vacancy shall hold office until the next general district election that is scheduled 130 or more days after the date the district board is notified of the vacancy, and thereafter until the person who is elected at that election to fill the vacancy has been qualified. The person elected to fill the vacancy shall hold office for the unexpired balance of the term of office.
- (3) If the vacancy occurs in the first half of a term of office, but less than 130 days prior to the next general district election, or if the vacancy occurs in the second half of a term of office, the person appointed to fill the vacancy shall fill the balance of the unexpired term of office.
- (e) (1) In lieu of making an appointment the remaining members of the board may within 60 days of the date the district board is notified of the vacancy or the effective date of the vacancy, whichever is later, call an election to fill the vacancy.
- (2) The election called pursuant to this subdivision shall be held on the next established election date provided in Chapter 1 (commencing with Section 1000) of Division 1 of the Elections Code that is 130 or more days after the date the district board calls the election.
- (f) (1) If the vacancy is not filled by the district board by appointment, or if the district board has not called for an election within 60 days of the date the district board is notified of the vacancy or the effective date of the vacancy, whichever is later, then the city council of the city in which the district is wholly located, or if the district is not wholly located within a city, the board of supervisors of the county representing the larger portion of the district area in which the election to fill the vacancy will be held, may appoint a person to fill the vacancy within 90 days of the date the district board is notified of the vacancy or the effective date of the vacancy, whichever is later, or the city council or board of supervisors may order the district to call an election to fill the vacancy.
- (2) The election called pursuant to this subdivision shall be held on the next established election date provided in Chapter 1 (commencing with Section 1000) of Division 1 of the Elections Code that is 130 or more days after the date the city council or board of supervisors calls the election.
- (g) (1) If within 90 days of the date the district board is notified of the vacancy or the effective date of the vacancy, whichever is later, the remaining members of the district board or the appropriate board of supervisors or city council have not filled the vacancy and no election has been called for, then the district board shall call an election to fill the vacancy.
- (2) The election called pursuant to this subdivision shall be held on the next established election date provided in Chapter 1 (commencing with Section 1000) of Division 1 of the Elections Code that is 130 or more days after the date the district board calls the election.
- (h) (1) Notwithstanding any other provision of this section, if the number of remaining members of the district board falls below a quorum, then at the request of the district secretary or a remaining member of the district board, the appropriate board of supervisors or the city council shall promptly appoint a person to fill the vacancy, or may call an election to fill the vacancy.
- (2) The board of supervisors or the city council shall only fill enough vacancies by appointment or by election to provide the district board with a quorum.
- (3) If the vacancy occurs in the first half of a term of office and at least 130 days prior to the next general district election, the person appointed to fill the vacancy shall hold the office until the next general district election that is scheduled 130 or more days after the date the district board is notified of the vacancy, and thereafter until the person who is elected at that election to fill the vacancy has been qualified. The person elected to fill the vacancy shall hold office for the unexpired balance of the term of office.
- (4) If the vacancy occurs in the first half of a term of office, but less than 130 days prior to the next general district election, or if the vacancy occurs in the second half of a term of office, the person appointed to fill the vacancy shall fill the balance of the unexpired term of office.
- (5) The election called pursuant to this subdivision shall be held on the next established election date provided in Chapter 1 (commencing with Section 1000) of Division 1 of the Elections Code that is held 130 or more days after the date the city council or board of supervisors calls the election.



# ATTACHMENT B



# TAFOYA LAW GROUP, APC

316 West 2<sup>nd</sup> Street, Suite 200  
Los Angeles, California 90012  
Telephone: 213.617.0600

## *MEMORANDUM*

DATE: June 30, 2022

TO: Board of Directors

FROM: Robert Nacionales Tafoya

CC: Van Jew

RE: Memorandum to the Board Regarding Director Vacancy

### **BACKGROUND:**

The purpose of this memorandum is to provide the Board with information concerning the current vacancy on the Board before the expiration of a director's term and the manner in which such a vacancy may be filled. The vacancy was created by Dr. Michael Taylor written resignation from Dr. Taylor's position, in Division 2, before the expiration of his term in November 2022.

Under Government Code Section 1770(c), a Director's seat on the Board becomes vacant upon the resignation of the incumbent before the expiration of his or her term of office.

Water Code Section 71254 provides the method for filling vacancies on the Board and states that all such vacancies "shall be filled pursuant to Section 1780 of the Government Code, by a qualified person, who shall be a resident of, and otherwise qualified to be a director from, the division in which the vacancy occurred." The actual text of Government Code Section 1780 is attached hereto.

Government Code Section 1780( c) allows the remaining Board members of the District to fill the vacancy by appointment. In order to do so, the District must first notify the county elections official of the vacancy no later than fifteen (15) days following either the date on which the Board is notified of the vacancy or the effective date of the vacancy, whichever is later (i.e., on or before January 18, 2022). Government Code:, Section 1780(b ). The District must also post a Notice of the vacancy at least fifteen (15) days before an appointment is made in at least three (3) conspicuous places within the District. The appointment to the vacancy must be made within sixty (60) days following the effective date of the vacancy (i.e., on or before **July 28, 2022**).

Re: Board Vacancy  
 June 30, 2022  
 Page 2 of 2

Government Code Section 1780(d)(1). If the vacancy is not filled by the District, the San Bernardino County Board of Supervisors may fill the vacancy within ninety (90) days of the vacancy. Government Code Section 1780(:t)(1).

With respect to the period of time in which the appointment shall be in effect, Government Code Sections 1780( d)(2) and (3) provide as follows: ·

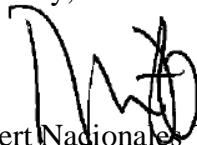
“(2) If the vacancy occurs in the first half of a term of office and at least 130 days prior to the next general district election, the person appointed to fill the vacancy shall hold office until the next general district election that is scheduled 130 or more days after the date the district board is notified of the vacancy and thereafter until the person who is elected at that election to fill the vacancy has been qualified. The person elected to fill the vacancy shall hold office for the unexpired balance of the term of office.

(3) If the vacancy occurs in the first half of a term of office, but less than 130 days prior to the next general district election or if the vacancy occurs in the second half of a term of office, the person appointed to fill the vacancy shall fill the balance of the unexpired term of office.” (Emphasis added.)

Thus, even though Dr. Taylor’s term on the Board was scheduled to expire following the election in November of 2022, since that seat has become vacant during the last half of his term of office and more than 130 days before the next general district election, then by operation of Government Code Section 1780( d)(2) any person appointed to fill the vacancy created by Dr. Taylor’s resignation would only serve on the Board until the next election in November 2022 upon which time the appointed person would have to run for the remainder of the term for Division 2. The person elected to Division 2 in November 2022 would serve until November 2026.

If the Board has any questions or comments regarding this information, please feel free to address them to this office as appropriate.

Sincerely,



Robert Nacionales Tafoya,  
 General Counsel

# ATTACHMENT C

**NOTICE OF VACANCY**  
**Office of Director, Division 2**  
**West Valley Water District**

PLEASE TAKE NOTICE of the vacancy in the office of Director of Division 2 of the West Valley Water District (“WVWD”). This vacancy results from the resignation of Dr. Michael Taylor on or about May 28, 2022.

Pursuant to Water Code Section 60144 and Government Code Section 1780, the WVWD Board of Directors has determined to fill, at a **Special Board Meeting to be held at 6:00 pm on July 27, 2022**, the vacancy in the office of Division 2 appointment.

Any person interested in being considered for appointment to this office must submit a letter of interest and resume to the WVWD **no later than 5:00 p.m. on July, 27, 2022** at the following address:

West Valley Water District  
 855 West Baseline Road Rialto,  
 CA 92376  
 Attn: Van Jew, Acting General Manager

To be eligible for an appointment to the office of the Director of Division 2, an interested person must be a registered voter and a resident of Division 2 at the time of the appointment. Division 2 includes the City of Rialto, Bloomington and Unincorporated areas of San Bernardino County which can be seen in the map below (Please note: A previous version of this post, published on July 13, 2022 did not accurately reflect the Division 2 boundaries. Please note that the map below as well as the cities indicated in this posting reflect the area that interested applicants must live in order to apply for the position.)

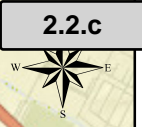
The WVWD Board of Directors may interview potential Division 2 appointees at the Special Meeting held at a time and date to be determined. The Board anticipates that a final decision on the appointment may be made at the **WVWD Special Board Meeting at 6:00 pm on July 27, 2022**, although the WVWD reserves all rights to make a legal and proper appointment on any date consistent with applicable law.

*Van Jew*

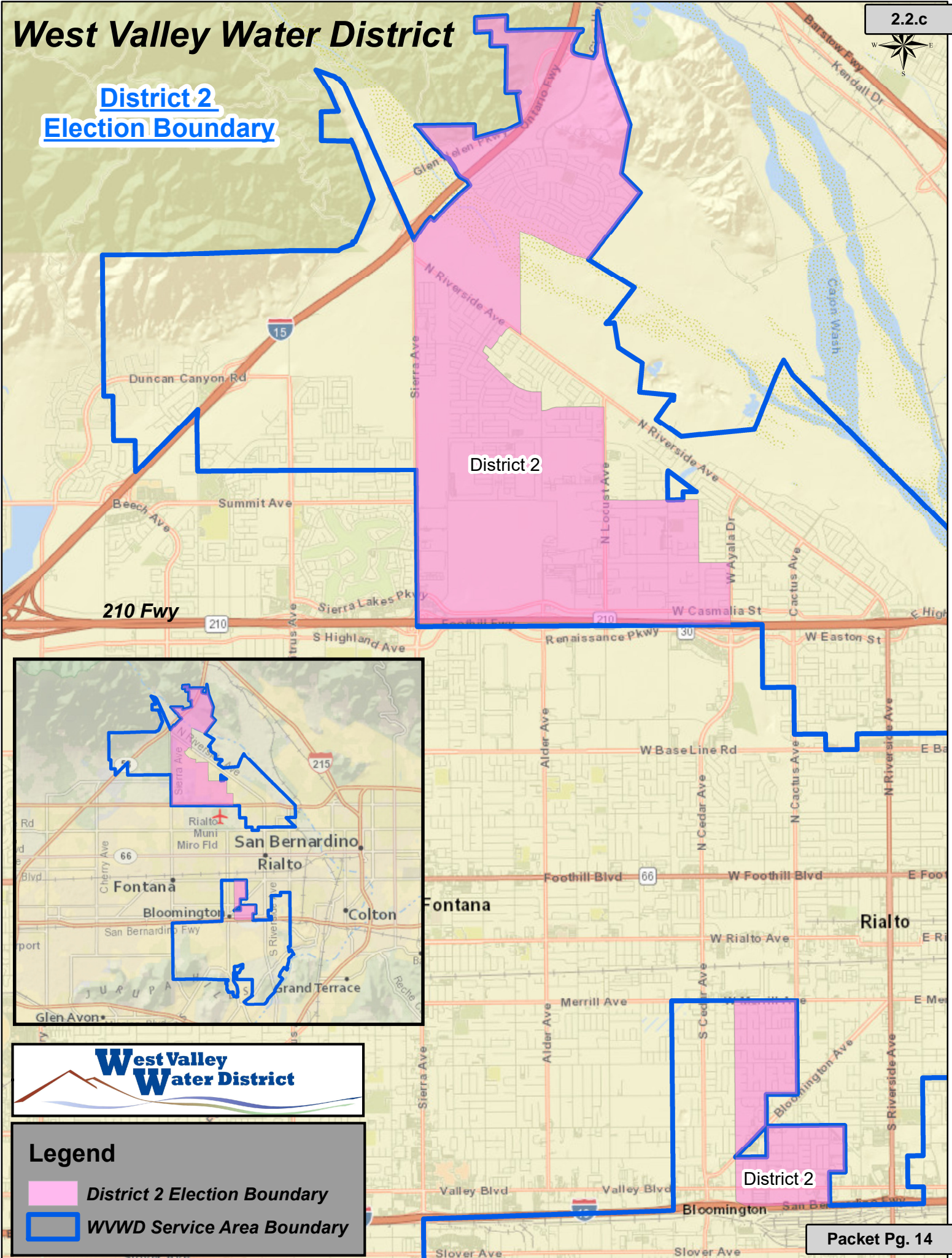
Mr. Van Jew  
 Acting General Manager

Date Posted: July 14, 2022

# West Valley Water District



## District 2 Election Boundary



**Legend**

- District 2 Election Boundary
- WWWD Service Area Boundary



**BOARD OF DIRECTORS  
STAFF REPORT**

**DATE:** July 27, 2022  
**TO:** Board of Directors  
**FROM:** Van Jew, Acting General Manager  
**SUBJECT:** REVIEW CREDENTIALS OF PROSPECTIVE CANDIDATES FOR  
 DIVISION 2

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**REQUESTED ACTION:**

Interview candidate for vacant Division 2 Board seat and upon conclusion of interviews, at the Board's discretion, the President of the Board call for a vote to appoint candidate.

**DISCUSSION:**

The close of the nomination period is 5:00 p.m. on July 27, 2022. At the time this agenda packet was prepared, a total of two (2) candidates submitted credentials for the Division 2 Vacancy. The individuals who applied for the vacant Division 2 Board seat are listed below. Letters of Interest received after the posting of the agenda and agenda packet, but before the 5:00 p.m. deadline, will be made available at the time of the meeting.

Dan Jenkins

Erin Valenzuela

Once a candidate is appointed, President Channing Hawkins will swear in the new Board member who will join the other Board members at the dais for the balance of the meeting.

**FISCAL IMPACT:**

Stipend amount is included in the Fiscal Year 2022-23 Budget.

**STAFF RECOMMENDATION:**

Consider appointing a candidate to fill the Board of Director vacancy in Division 2

Respectfully Submitted,

*Van Jew*

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Van Jew, Acting General Manager

VJ:js

**ATTACHMENT(S):**

1. Attachment A - Dan Jenkins
2. Attachment B - Erin Valenzuela



# ATTACHMENT A

# Dan Jenkins

Letter of interest for Director of Division 2  
West Valley Water District

## CONTACT

Rialto

Van Jew  
Acting General Manager  
West Valley Water District  
855 West Baseline  
Rialto, Ca. 92376

Dear Mr. Van Jew,

Please accept this letter as intent to be appointed to the position of Director of Division 2.

- I am a registered voter in Division 2 of the West Valley Water District
- I reside in the City of Rialto, Las Colinas Area
- I have worked in this area for many years
- I have a passion to serve

Please review my attached resume. You will see that I meet all the requirements and qualifications in both leadership and service to our community.

I would very much like to discuss this appointment in person with you and/or any Director of the West Valley Water Department. The best time to reach me, are between the hours of 7am to 7pm To schedule an interview you can reach me at (909) 244-2414. Please leave a voice message if I do not immediately answer, also you can text me at the same number.

Thank you for taking the time to review my resume. I look forward to talking with you.

Sincerely,

Dan Jenkins

Daniel Jenkins

Rialto, Ca. 92370

Radiologic technologist with over two decades of medical experience in a variety of roles including emergency room and outpatient services in both as a general radiologic technologist (X-ray Tech) and computed tomography (CT). To work with a company and utilize my talents, experience in organization, productivity and innovation within my field.

## Experience

**Kaiser Permanente, San Bernadino 2006 to present-** Employee of a large company as a CT technologist, with high volume services requiring time management and organizational skills. Both emergency medicine radiology services with an emphasis in interventional computed tomography.

**San Gabriel Medical Center, San Gabriel Ca. 2001 to 2005-** Radiologic technologist with Inpatient room services, Operating room Services and Emergency room Services

**Citrus Valley Health Partners, Covina Ca. 1999 to 2006-** Began work as radiology department transporter before graduating as a radiologic technologist. Radiologic technologist with multiple areas of inpatient and outpatient radiology services. Including operating room and emergency room radiology procedures.

**GHG Security Services, City of Industry Ca. 1990 to 2001-** District manager of a private security company with over 200+ individual security personal , including off-duty and retired police personnel.

## Volunteer and community Services

San Bernadino County Sheriff's Department volunteer (C.O.P.) 2017 to present

Planes of Fame Museum, Chino Ca. 2015 to 2019

San Bernadino County Ombudsman volunteers 2007

Los Angeles County District Attorney's office Victims witness assistance Program 1997/1998

Student body senator at Fullerton Junior college 1988/1989

# ATTACHMENT B

# Erin Valenzuela

San Bernardino, Ca 92407

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July 20, 2022

West Valley Water District  
855 West Baseline Road  
Rialto, CA 92376  
Attn: Mr. Van Jew, Acting General Manager


Dear Mr. Jew:

This letter is to express my interest in an appointment to serve on the West Valley Water District (WVWD) Board of Directors as the Division 2, representative and backfill the position previously held by Dr. Michael Taylor. I am confident that my management experience, education, and communication skills will complement the Board and allow me to serve the Ratepayers of the WVWD well. Some of my career highlights include:

- Successfully manage contractual goals, performance objectives, and maintain budget expectations for the Veteran Affairs (VA regional offices)
- Trained new staff of VA policies and procedures regarding funding and contractual expectations.
- Responsible for reviewing accuracy and quality in very complex VA medical reports.
- Assisting VA in setting up Examination clinics on military bases on West Coast
- Assisted VA regional offices with training on new examination software

I am eager to serve as the Division 2 Director, implementing WVWD's mission to provide safe, high quality and reliable water service at a reasonable rate and in a sustainable manner, and I look forward to a potential appointment. I have included my resume as required (attached). Thank you for your time and consideration.

Sincerely,



Erin Valenzuela

# Erin Valenzuela

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San Bernardino, CA 92407

## **EXPERIENCE**

### ***Operations Manager***

***Aug 2010 – Present***

#### **QTC Management Services**

**Diamond Bar, Ca.**

- Successfully manage both Pre-discharge and Compensation and Pension team to meet contractual goals, customer service objectives as well as working with QA's to meet quality goals.
- Build and maintain excellent relationships with various VA Regional offices to address any needs or concerns that arise and discuss contractual expectations.
- Facilitate training for the VA regional offices on new programs and systems enhancements such as the VA CAATS system and QTC's Examtrack case tracking system.
- Coordinated business expansion on the VHA (Veteran's Health Administration) contract to include assisting in the opening of a clinic in Phoenix AZ
- Manage Case work in progress to achieve performance objectives.
- Successfully manage contractual goals, performance objective and , and maintain budget expectations.

### ***Senior Quality Assurance Specialist***

***Aug 2008 – Aug 2010***

#### **QTC Management Services**

**Diamond Bar, Ca.**

- Review reports for accuracy, consistency and quality.
- Trained numerous new QA's
- Worked directly with the VARO (VA Regional Office) as the point of contact to expedite reports and resolved customer issues.
- Oversaw QA staff to ensure they were on track for timely delivery of cases.

### ***Quality Assurance Specialist***

***Jan. 2006 – Aug. 2008***

#### **QTC Management Services**

**Diamond Bar, Ca.**

- Reviewed medical reports for accuracy, consistency and quality.
- Expedited reports when necessary, and worked diligently to meet all required timelines.
- Interacted with providers and medical staff both in person and by phone. Sent addendums to providers detailing inconsistencies and assisted providers to complete examination reports and meet quality standards.

### ***Front Office Manager***

***Aug. 2003 – Jan. 2006***

#### **Chaparral Medical Group**

**Claremont, Ca.**

- Managed schedules for 4 physicians on a daily basis. Quality assurance of operation reports and follow-up for after care.
- Prepared medical charts for patients to be seen, conducted, insurance verification, resolved customer service/patient care issues..

### ***Office Manager***

***Oct. 1997 – Mar. 2003***

#### **Vein and Skin Centre, Dr Jalal Badday, MD**

**Upland, Ca.**

- Front and back office for busy Internal medicine provider. Laser Technician, including all consultations and after care .,

## Erin Valenzuela

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San Bernardino, CA 92407

- Led marketing, radio and newspaper advertising, designing pamphlets, scheduling, billing, heavy phones.

***Emergency Room Trauma Data Entry Clerk***  
**Pomona Valley Hospital Medical Center**

***Sept. 1991 – Oct. 1997***  
**Pomona, Ca.**

- Emergency Room trauma data entry clerk: Ordering diagnostics, patient care, patient transport, EKG, Stress tests and Pacemaker checks.

***Medical Records***  
**San Antonio Community Hospital**

***Oct. 1985 – Sept 1991***  
**Upland, Ca.**

- Medical records / information release: processing and preparing patient medical records, information release for pending court cases, processing birth and death certificates, quality assurance of medical reports.

### **EDUCATION & TRAINING**

***Chaffey College***  
 Medical Terminology  
 Anatomy  
 Business Law  
 Corporate accounting

*Alta Loma, Ca*

***Upland High School***  
 General Education

*Upland, Ca.*  
 Sept. 1979 – Jun. 1983

### **ACHIEVEMENTS**

Course completion for "Dealing with Difficult People."  
 Course Completion for "Communicating with Tact and professionalism"  
 Course completion for "Crucial Conversations."

### **REFERENCES**

Excellent Personal and professional references available upon request.



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Pagination Purposes

Conduct Vote to Determine  
New Division 2 Director