

BOARD OF SUPERVISORS



COUNTY OF SANTA CRUZ

GOVERNMENTAL CENTER

701 OCEAN STREET SANTA CRUZ, CALIFORNIA 95060-4069  
(408) 454-2200 ATSS 564-2200 FAX (408) 454-3282 TDD (408) 454-2123JANET K. BEAUTZ  
FIRST DISTRICTWALTER J. SYMONS  
SECOND DISTRICTMARDI WORMHOUDT  
THIRD DISTRICTRAY BELGARD  
FOURTH DISTRICTJEFF ALMQUIST  
FIFTH DISTRICT

AGENDA: 6/9/98

May 29, 1998

BOARD OF SUPERVISORS  
County of Santa Cruz  
701 Ocean Street  
Santa Cruz, CA 95060

RE: APPOINTMENT TO WOMEN'S COMMISSION

Dear Members of the Board:

I recommend the appointment of the following person to the Women's Commission in accordance with County Code Chapter 2.80, Section 30, for a term to expire April 1, 1999:

Luisa Lillian Caballero  
237 Crestview Drive, #B  
Watsonville, CA 95076  
728-9174 (H)  
477-4244, ext. 166 (B)

Sincerely,

  
RAY BELGARD, Supervisor  
Fourth District

RB:ted

cc: Luisa Caballero  
Women's Commission

08690A4

RB 60

APPLICATION FOR APPOINTMENT TO A COUNTY ADVISORY BODY

INSTRUCTIONS

If you are interested in serving on a County Advisory Body please complete the following application and return it to the Board of Supervisors, 701 Ocean St., Room 500, Santa Cruz, California. If you are interested in being considered for more than one advisory body a separate application should be submitted for each appointment you are seeking.

Upon receipt, your application for appointment will be routed to each Board member and then filed for further consideration by Board members when there is a vacancy on the advisory body. If a Supervisor is interested in nominating you for appointment, the Supervisor will contact you and discuss the appointment, the appointment process, and requirements for the advisory body in question.

Please specify below the Commission/Committee or Board to which you are seeking appointment and provide the requested information.

Thank you for your interest in County Government.

COMMISSION, COMMITTEE or BOARD Women's Commission

Name Luisa Lillian Caballero

Address 237 Crestview Dr. #B  
Watsonville, CA 95076

Phone (Home) (408) 728-9174  
(Business) 408) 477-4244 Ext. 166

Supervisorial District 4th

Length of Residence in Area 35 years

Age (Optional) 39 Circle one: Under 21  
21-30  
31-40  
Over 40

PREVIOUS COMMISSION OR COMMITTEE SERVED (Please specify)

Advisory Body Latino Advisory Committee (Food and Nutrition) Term 11/92 - 7/94

**EDUCATION**

**Institution**

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**WORK/VOLUNTEER EXPERIENCE**

**Organization**

**Address**

**Position**

**Year**

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**STATEMENT OF QUALIFICATIONS**

Please attach a brief statement indicating why you are interested in serving on the advisory body in question and why you are qualified for the appointment.

**CERTIFICATION**

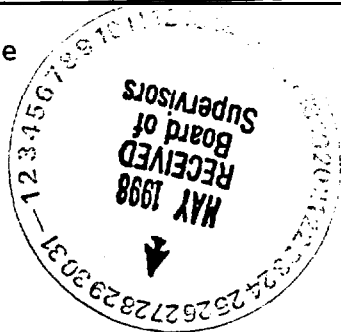
I certify that the above information is true and correct and I authorize the verification of the information in the application in the event I am a finalist for the appointment.

Luisa L. Caballero

Signature

May 26, 1998

Date



22 years ago I dated and was married to a very verbally, emotionally and physically abusive man. During my relationship with this man I experienced numerous acts of violence. For obvious reasons our marriage did not last. I was very fortunate to have the instinct to leave before my situation resulted in my own death. At this point I had given birth to my son and my daughter, so I suddenly became a single parent. My husband never paid child support and was not a part of my children lives for any reason, by my choice. There were periods during their upbringing that I found it necessary to be on Financial Aide; I used this opportunity to enter a vocational program and to further my education, which prepared me in office and other skills. I raised my two children for the last 17 years on my own and the three of us experienced many difficult times together. I am proud to say that we all got through this. My son is now married and has a daughter of his own. My daughter graduated at age 16 from high school and will be entering Gavilan College in the fall of 1998 to study Administration of Justice.

Three years ago I came to Women's Crisis Support and applied for a position as a receptionist. I was hired and worked as the receptionist for three months. The Coordinator of Temporary Restraining Orders, decided to return to her native country of Peru. I was very fortunate to have had Paralegal Training as this made it possible for me to apply for and obtain my current position as the Coordinator of Temporary Restraining Orders.

I work on a daily basis with and for women who are in similar situations as I once was in and I strongly believe that I truly do make a difference and an impact in my clients lives, as they get to meet and interact with someone who is a genuine survivor, and did not learn from a text book what domestic violence is. I believe this helps my clients to see that there is a way out and that you absolutely can get to the other side.

I am firmly committed to working to improve women's lives with a special focus on domestic violence.

Thank you kindly in advance for your consideration of my application

Luisa Lillian Caballero

Luisa Lillian Caballero  
 237 **Crestview** Drive Apt. B  
 Watsonville, CA 95076  
 (406) 728-9174

### Professional Strengths

Bilingual and **Bicultural in Spanish.**

Ability to learn new procedures and apply immediately to a situation as needed.  
 Ability to deal well with people of diverse cultures and economical backgrounds.

### Accomplishments

Development of an on-site food pantry for the Second Harvest Food Bank.

Redevelopment of the Emergency Community Food Hotline.

Development of a Pantry Manual that is used by the Second Harvest National Food Bank of Chicago, Illinois, as an example manual, for anyone wanting to *open* a food pantry.

Development of a Hotline Procedure Manual that is currently used to operate an Emergency Community Food Hotline.

### Summary of Professional Experience and Skills

#### Supervising:

Developed 2 different volunteer staffing structures and job descriptions. Recruited, trained, scheduled and maintained two different volunteer staff averaging 17 people on each team. Developed and implemented ways of volunteer appreciation.

Developed **skills** development aides for Hotline Operators such as the translation of English alphabet into Spanish and usage of **forms**.

Researched and posted information about community resources.

Responsible **for** opening, closing and **maintaining** security system for a retail store. Scheduled employees to run the cash registers,

#### Special projects:

Improved existing Hotline through use of color coded system to clarify geographically sectioned maps, regular **weekly** phone contact with referral sources, time tuning paper work systems, development of daily, weekly, monthly reporting systems to **provide agency** with needed statistics and adding an additional phone line to double service capacity. Attended network meetings to provide necessary continuity of services and facilitate outreach efforts.

Developed an on-site food pantry working from a previously developed written plan. Incorporated ideas gained through site visits to similar programs. Researched and contacted organizations to obtain donated equipment such as: a scale, freezer, refrigerator, shopping carts and shelving.

**Clerical:**

Have computer experience using Microsoft **Works** and Word, Excel, FileMaker, Claris and PageMaker. Using the computer have developed **forms** working from rough drafts. Some data **entry** experience.

Trained and have experience in reception, book keeping, billing, filing, ten-key adder, **calculator**, Dictaphone, **supply ordering and appointment scheduling** . **Typing experience includes preparation of legal documents.**

Responsibilities have included accountability for moneys at the end of work day and making bank deposits.

Under direction of Resource Department **conducted** phone solicitation from potential donors.

For Public Works Department answered a switchboard of 14 lines and provided **dispatchments** service to field operations.

**Bilingual/Bicultural:**

As a Legal Secretary I translated in the Immigration Cases. I appeared with clients in **courts** of law as an interpreter.

Translated when needed for clients for several organizations including working with people in crisis situations.

Developed written materials to assist Food Sank and its related Member Agencies in providing basic bilingual services by monolingual English speakers.

Translated written materials into Spanish taking cultural issues and regional differences into account. Am familiar with the **variations** of Spanish found between **California** street Spanish, the Texas version, and those found below the boarder including those from South America.

Served on the Food and Nutrition **Latino** Advisory Committee.

## Work Experience

Second Harvest Food <b>Bank</b>	Hotline <b>Specialist</b>	10/93 - 7/94
	VISTA Special Projects Coordinator	1 1/92 - 10/93
	Warehouse and clerical volunteer	7/90 - 11/92
Value Drug <b>Mart</b>	Assistant Manager	9/87 - 2/88
Law <b>Offices</b>	Legal Secretary	5/85 - 5/87
<b>Public</b> Works Department/Santa <b>Cruz</b>	Typist Clerk II	5/82 - 9/83
Office Skills Training Program	Office <b>Skills</b> Trainee	9/80 - 5/81

## Education

<b>Vista</b> Pre-service Orientation	November, 1992
<b>Condie</b> College/Paralegal and Real Estate Law Courses	September, 1990
Center for Employment <b>Training/Office</b> Skills Training	September, 1980
Santa <b>Cruz</b> High <b>School/G.E.D.</b> Diploma	January, 1980

## Addendum to Resume

Luisa Lillian Caballero  
 237 Crestview Drive Apt. B  
 Watsonville, CA 95076  
 (408) 728-9174 - Evening  
 (408) 438-3552 - Daytime

### Summary of Duties

Triad Community Services, 5321 Scotts Valley Drive, Suite 200, Scotts Valley, CA 95066, (408) 438-3521.  
 December 23, 1994 - present

#### **Clerical:**

Responsible for the opening and closing of the office on a daily basis. Answer and distribute calls through voice mail system. Greet clients at front window. Receive and record payments for counseling, therapy sessions and for the DUI Program. Reconcile accounts for DUI clients reenrolling or exiting program. Schedule appointments for counselors, therapists and the DUI Program. Make-up monthly calendar schedule for random drug screen testing. Responsible for entering clients screening code, time and date of test into voice mail system. Keep and enter statistical data for our Triad-On-Campus Programs into the computer. Responsible for reporting on a quarterly basis to the State and County regarding the Young Offenders status. Inform Board Members of up-coming board meetings. File, order off ice supplies and urine screening supplies. Receive and distribute all mail. Maintain office supplied with necessary forms for daily operation. Use the copier daily. Use facsimile equipment. Develop forms for office use as needed. Receive referrals for Drug Screen Testing from agencies such as: Federal Pre-Trial, Federal Probation and Child Protective Services. Process and create all client files, as well as close all client files. Maintain constant communication with Probation Officers and Social Workers regarding any activity pertaining to their clients, including reporting urine screen results, failure to appear for drug screen testing and phase of clients screening schedule. Instruct court mandated clients on urine screen procedures.

#### **Urine Screening Observation:**

Observed female clients during random drug screening and was responsible for the shipping of urine samples to a laboratory for ten months and still serve as a replacement when needed.

#### **Bilinaual:**

Assist and translate for monolingual Spanish speaking clients. Translate forms for the DUI Program from English to Spanish.

**LUISA LILLIAN CABALLERO**

237 Crestview Drive Apt. #B  
 Watsonville, Ca 95076  
 Home Phone (408) 728-9174

**Coordinator of Temporary Restraining Orders**

Women's Crisis Support  
 1658 Soquel Drive Ste.A  
 Santa Cruz, CA 95065  
 (408) 477-4244 Ext. 166  
 2/21/96 - present

**Coordinator of Temporary Restraining Orders** - I assist women to fill out applications for Restraining Orders, by screening for eligibility, provide support in the writing of their declaration, process the application, explain the process that is entailed in the filing of the restraining order and do follow up support with my clients. I provide Domestic Violence Counseling on a walk in or a long term basis. I attend meetings that are held in Judges Chambers to keep informed on the latest Family Law Protocols. I sit on the Death Review Team through the District Attorney's Office. I participated in the Criminal Justice Council Conference in March of 1998. I am available to the agency for Community Outreach when needed. I provide Restraining Order education and services to agencies such as ; the Second Harvest Food Bank of Santa Cruz County, Barrios Unidos, the Beach Flats Community Center, Davenport Resource Center and the Valley Churches United.

**Internship** - I am currently waiting to serve an internship with the Probation Department at 1430 Freedom Boulevard in Watsonville, CA. Under the supervision of Geoffa Soukup. Probation Officer.

**Receptionist** - Provided receptionist services for the agency from February 21, 1996 to May 1, 1996.

**Crisis Intervention Training** - Trained for 60 hours in crisis intervention for battered women from February 21, 1996 to May 1, 1996. I am available to take Crisis Line Shifts and do so whether it is in the office or after working hours.

**Crisis Response Team** - I am available for on call shifts to respond to Domestic Violence, as well as Sexual Assault. I sign up for eight shifts per month from 12 midnight to 8:00 a.m.



# Certificate of Participation

*This Certifies That*

Luisa Caballero

*Merits grateful recognition as a participant in*

VISTA PRE-SERVICE ORIENTATION

*And is hereby awarded this certificate  
by*

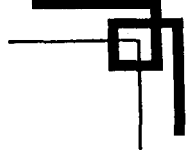

ACTION REGION IX

*Organization*

SAN FRANCISCO, CA

*City and State*

*on this* 5th *day of* November 19<sup>92</sup>  
Peter Heinaru Y. Patel  
Peter Heinaru, Program & Training Yosef Patel, Region IX Director



# *Certificate of Appreciation*

*presented*

*to*

## *Lillian Caballero*

*in recognition of your valuable contribution towards the alleviation  
of hunger and malnutrition for 36,000 people each month in the  
Pajaro Valley Area, and Santa Cruz & San Benito Counties.*

*by*

**SECOND HARVEST FOOD BANK**  
*of the Central Coast*

*July 30, 1993*



*Peg Foster*

*Peg Foster, Outreach Manager*

*Willy Elliott-McCrea*

*Willy Elliott-McCrea, Director*



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