Our Closest Neighbor to the South, Mexico, is Enjoying Record Levels of Investment and Increased Foreign Trade

(The following articles have been reprinted with permission from NAFTA Works, a monthly newsletter on NAFTA and related Mexico issues.)

FTAA: The Road to Pan American Free Trade and Prosperity

During the Third Summit of the Americas, held in Quebec city on April 20-22, leaders of 34 countries from North, Central and South America and the Caribbean addressed common hemispheric challenges ranging from continued on page 4

Steel Fabricator Awaits Green Light on Waste Cleanup

by Rod C. Jackson

Fontana Steel Inc. is hoping for an early Christmas present this year — one that could come a month ahead of schedule.

The Rancho Cucamonga-based steel fabricator has been in discussions with the California Department of Toxic Substances Control since late 2000 over a hazardous waste site it inherited from a previous owner.

At issue is whether a clean-up project carried out in the 1980’s adequately removed all threats to public health from three waste disposal trenches located near Interstate 15 and Arrow Route Highway.

The trenches were filled with electric arc furnace dust, a by-product of the fabrication of rebar, which Fontana Steel generates for highway and building construction. The state and federal government consider the material hazardous because of the metals found in the dust and keep close tabs on how it is disposed of.

Starting in the 1970s, continued on page 3

Adventure World: Magic in the Middle East — JPI Design Announces Plan for a New Saudi Arabian Theme Park

It’s not easy designing a mirage, yet one architecture firm in Southern California is determined to do just that. JPI Design, an Ontario-based company that specializes in entertainment architecture and theme design, has been selected to design Adventure World, a brand new, 14-hectare theme park to be located in Jeddah, Saudi Arabia.

It will be the most advanced theme park in the Middle East and the first Saudi Arabian park to create a high-themed, immersive experience for its guests.

Featuring a healthy mix of family attractions, thrill rides, and play areas for younger children, Adventure World is inspired by tales of adventure from all parts of the globe. However, these diverse themes are tied together in a unique way by something very familiar to the people of the Middle East: a mirage.

“We wanted the park to be united by something that was mysterious, but not too difficult to understand,” explains Howard Jones, AIA, president of JPI Design. “A mirage is something that was my interest, but not too difficult to explain.”

continued on page 14
INLAND EMPIRE BUSINESS JOURNAL

JULY 2001

DEPARTMENTS AND COLUMNS

PAGE 2

INDEX

NEWS AND FEATURES

Technology Leaders Join Together to Fight Anti-Tech Legislation
-5

Consulting Provides Guarantee for Bankruptcy
-6


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THE MARKET

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On the importance of protecting people's lives and livelihoods, a mix of technology needs to be considered. The use of technology to enhance safety and security, such as surveillance cameras and access control systems, is crucial. However, it is also important to ensure that privacy rights are protected, and that the use of technology is transparent and accountable. Local businesses and government agencies need to collaborate to create a robust framework that balances security needs with personal privacy. This will involve ongoing dialogue and adaptation to new technologies.
NAFTA... continued from page 4

Mexico Economic Update

Trade Balance: Mexico registered a trade deficit of $493 million for February 2001, up from a $201 million deficit in February 2000. Total exports in January 2001 reached $12.64 billion, a decrease of 5 percent with respect to February 2000, while oil exports amounted $1.32 billion, down 12 percent from February 2000. As a result, the trade deficit increased 1.3 percent with respect to the same period last year.

Financial Indicators: For the first time in more than 20 years, Mexico's Central Bank lowers interest rate by 0.77 percent for February 2001. The leading Mexican interest rate, CETES, 268, averaged 17.4 percent, 1.5 percent points higher for the same month in 2000. The Mexican free exchange Market Index (IFEM) reached a maximum of 6,541 points, 1,183 points lower than the level of February 2000, its average February 2000 was 9,699, compared 9.37 Pesos/Dollar for the same month in 2000, and international reserves at the Central Bank reached $32,600 million in February, a decrease of $1,183 million from a year ago. In February 2001, open interest at the Mexican Derivatives Exchange (MexDer) amounted 253,811, and its outstanding volume reached its month in 2000.

Employment and Economic Growth: Open unemployment reached 2.83 percent in February 2001, up from 2.43 percent in February 2000. Economic growth, as measured by the Global Economic Activity Index (GIAE), grew 3.1 percent January over a year earlier. Mexico's Macroeconomic Activity index, a measure of the economy covered in quarterly GDP data. Exported contributed 5 percent of the R&D growth in 2000. Latin America's industrial production increased 1.7 percent in January 2001 over the same month in 2000. Likewise, manufacturing output expanded 2.1 percent, mining activity increased 0.6 percentage and construction activity increased 1 percent.

Public Finance: The public sector registered a deficit of 1.1 percent of GDP in 2000, slightly lower than the 1.9 percent figures. During the 2000 non net public debt-to-GDP ratio decreased 1.7 percent 3 points and reached 23.9 percent of GDP, lower than the level of 27.8 percent for a Gross Bond worth $750 million. The index has a 7-year tenure and a yield of 2.78 basis points above comparable German government bonds.

Business News Digest

IIE Coupe Capacity Mexican, 62,200 Sq. Ft. of Manufacturing Space in Reynosa

An Electronic Corp announces it has signed a lease to expand its manufacturing capacity in Mexico. The company's new facility in Reynosa, Mexico, will be 62,200 square feet and will be available for rent to the Mexico City or the capital region, with an additional 62,000 square feet to be added in the next two years. The facility will be used for the production of electronic components and will be located in the Reynosa Industrial Park. The new facility will be the company's first in Mexico, and it will provide an additional 1,500 jobs to the local economy.

Mexico Banorte in Internet Service with AOL

Mexican financial group Banorte and the Mexican unit of Internet Service provider AOL announced an alliance to develop Internet services. The banorta AOL will launch in Mexico.

The news is expected to open the way to CTSAs to supply full-car sets of windows and continued to meet demand for laminates and tempered glass applications to the Asian sub market. This is expected to improve imports to the Mexican unit of PPG Industries, as the technical lead supplier to the Asia Pacific region. The new facility will be located in the Banorte Group, and it will provide an additional 1,500 jobs to the local economy.
Getting Organized

The Recovering Packrats’ Guide to Organizing Paper

by Marla Benson

You and I are not alone. I’ve spoken to thousands of people just like us all across this great country—from Hawaii to Maine, Alaska to Florida. We look normal—we blend into society, so few ever notice us. When what gives us away is our desk. We are packrats. My name is Marla. I am a recovering packrat, and I’ve helped thousands on the “Road to Recovery.”

Are you still hastily shuffling through your desk looking for something? Or have you experienced the embarrassment of someone else finding your desk, knowing that you just saw an item a few minutes ago, and now it’s disappeared?

Congratulations. You’ve taken the first step—you’ve acknowledged your packrat tendencies. With this article as a framework and a mini-course you’ve officially added “recovering” to your packrat title!

Creating a usable Future File is integral to recovery. It’s the system by which we keep track of important papers that we need to work with in the future. Whether it’s tomorrow, the coming weeks, months, or even next year. So, get ready for a trip to the supply room for your favorite office superstore. To get started, you’ll need 43 Pendeltry-type hanging folders: 31 for each potential day of the month, and 12 for the months of the year.

The best place for a Future File is in the left- or right-hand drawer of your desk. Your hanging folder is otherwise occupied (with cookies, for example) choose something that will support the hanging folders, such as a sturdy plastic portable file box. You’ll be using this Future File all day, every day, so it has to be close.

Begin by labeling the tabs for the hanging folders (one through 31 for daily folders, and January through December for the monthly folders). Placing the folders in the proper order in the drawer or file box is critical.

Begin with the current date in front. For example, if today is Aug. 8, place the folder with the tab numbered “8” in the front of the drawer. The others fall behind in numerical order (i.e., right through 31)

If I live with those next month’s folder (September) in front of my new month’s folder (August), the previous month’s folder will move backward behind month’s folder, in numerical order. While our planning is focused on Aug. 8, move the “8” folder behind numbers one-seven (current month) and two-eight (September folder). As the folders are pushed back, the September folder will move outward, and your Future File will be age-reversed. August) behind the remaining daily folders. You now have a system for handling all the things that come your way. After reviewing an item, determine when you’ll need to act on it. Place it in the appropriate private daily or monthly folder.

Items requiring action soon from now are placed in folder. If the item is for a week from now, place it in the folder for the week before.

Important: Don’t drop the item into the wrong folder. Give yourself plenty of buffer time before due dates. This is real life. Always look for the crossing folders. At the end of a working day, today’s folder must be empty. You’ll then put the empty folder out of the drawer and place it in numerical order behind next month’s folder, thus pushing tomorrow’s folder forward.

Follow this technique, and today’s folder is always in front of the proper order in the drawer or file box is critical.

The beginning of a new month, empty the new month’s folder and disseminate the contents into the upcoming folders. Remember, you’ve been collecting items in the monthly folder for up to 11 months. Then use a different item for the beginning of the month, today’s folder is always in front of the proper order in the drawer or file box is critical.

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Food File Cool Tip #1: When you list out today’s folders, while it’s true that the first step toward successful recovery is not enough, the most important step in an enduring, usable Future File is knowing. “I’m a Recovering Packrat!”

Marla Benson has conducted more than 600 seminars in the United States and has authored “Shortcuts to Creating Organized Entries” in the booklet. To be reached at DeChetter_ Trick@yahoo.com.

CORPORATE PROFILE

Local Construction Company Adheres to ‘Old Fashioned’ Principles of Hard Work, Dedication, Detail and Customer Satisfaction

M. R. Bracey Construction Co. Inc. has been a leader in commercial and institutional construction in communities throughout Southern California. Over the years, its guiding expertise in many fields, including renovation, restoration, seismic retrofit, and new construction.

In addition, the company is the authorized dealer for both Butler Manufacturing and Southern Steel Buildings. These are two of the world’s largest and most respected manufacturers of pre-engineered structures—enabling M. R. Bracey to offer its clients a wide variety of versatile, yet economical options.

The business has grown through value engineering, expertise, combined with organization, and the long-term vision. The distinction is to achieve the successful and timely completion of a wide variety of projects in a cost-effective manner.

Professionals is instilled in M. R. Bracey’s mentality at every level and is apparent in every aspect of the firm’s work, establishing a reputation for quality, positive attitude and professional organizations.

More than 1,000 authorized builders are eligible to enter the program through several categories in the Hall of Fame competition. This year, 121 projects were selected to receive the Hall of Fame status.

Larry Weerd, president, M. R. Bracey Construction Co. Inc. expressed his appreciation for the honor bestowed upon his company and thanked Mr. Gilchrist for his vision and leadership, as well as all of the members of VP Buildings for their support.

Established in 1961, M. R. Bracey Construction Co. Inc. has completed countless commercial, industrial and institutional projects throughout Southern California, acquiring expertise in a wide variety of areas, including: renovation, restoration, seismic retrofit, new construction and design and erection of pre-engineered structures.

A project of a totally different nature that the company has contracted for is the Victory Quarry expansion, which is the expansion of the installation of metal siding on a 300-ft.-tall pre-heater tower at Loma Linda, CA. California Cement LLC, located in the desert near Apple Valley.

A partial list of this versatile organization’s clients includes: the cities of Ontario, Pomona, Montclair and Upland Cal-Pri Pomona; the Roman Catholic Diocese of San Bernardino; the Los Angeles County Seminary; the California State University at Xerox; multiple school districts; Brackett Field and L.A. World Airport, L.E. Grace, Inc., Desert Spas, and the William Lamter Trust.
In a very quiet move this year, the major Internet search engines have begun to free registration for charging the privilege. Touted by many Internet advocates as the ultimate exposure for any size of business to the entire world, the HOT-DOT-COM gold rush environment last year, it seems the "free" has turned to need­ling gold. As the Internet grows to more than 1.4 billion pages to look at, it will cost more to get your site found than it did before.

After the first of the year, sever­al of the top search engines have instituted pricing models that elimi­nate the de facto free search engine registration that the search engines were once the domain of the World-Wide Web's inception. The general change translates into a range of $199 to $599 for consideration to be listed on a search engine.

The most common pricing structure is $199 for five to seven weeks. This is referred to as the "standard" search engine registration charge. The fee is paid at the time of registration and is deducted from a credit account as charges are incurred. The period, or "stay," is based on clicks. This allows very few recognized search engines to compete with, the chances of your site being found, they also point out to clients' practice groups. All that the search engines represent is very remote if the search word is at all long.

In an informal telephone survey of companies in the Internet Empire, I was surprised to find most did not even know of the changes in fee structure, still selling the "standard" fee search registrations. One well­known agency in San Diego, the "search engine registration market," was in charge of developing this program for the U.S. State Department, in the ministry of health for the government of Tanzania. I was a U.S. government employee but assigned to Tanzania.

**CORNER ON THE MARKET**

**The Internet Is Not So Accessible to Small Business Anymore**

by Ron Burgesses

The Loma Linda University Board of Trustees, meeting fully in session on Monday, Feb. 5, 2003, appointed Richard H. Hart, MD, EVP & chief academic officer. Dr. Hart reports to B. Lyn Betsen, MBBS; president and chief executive officer of Loma Linda University Adventist Health Science Center.

Dr. Hart serves as the chief executive officer of Loma Linda University and is responsible for directing the institution's day­day­day operations. Loma Linda University is part of a parent corpo­ration—Loma Linda University Adventist Health Science Center. The Health Science Center is the parent of the university and the medical center.

There are a number of corporations on the Loma Linda campus, but there are three main ones: the university, the medical center, and the Loma Linda University School of Medicine. In the same year, he received his master of public health degree from the School of Public Health. Following completion of a residency in internal medicine at Loma Linda University Medical Center, Dr. Hart accepted a position as head of the community health department at the Kalamajaro Christian Medical Centre in Moshi, Tanzania. In 1974, Dr. Hart worked for the government of Tanzania in the ministry of health, and served as chief of staff and a maternal and child health consultant for the United Nations. In 1976, he worked for the International Development Mission of Child Health program. "I was called chief of party," Hart said, "which just means that I was in charge of developing this program for the U.S. State Department, in the ministry of health for the government of Tanzania. I was a U.S. government employee but assigned to Tanzania.

Dr. Hart continues as a consult­ant to the public health program. His Heart for the Working Poor is "This is in Africa," Dr. Hart said. "The program provides a very basic level of medical care. These girls are selected out of elementary school and are trained for 18 months. So it is more like a nursing assistant program here, in a sense. But in that setting they are the ideal people with the right training to be able to provide basic medical care.

"Upon returning to the United States in 1976, Dr. Hart accepted a position at the School of Public Health as assistant professor of family medicine. In 1978, he was appointed professor and chair of that department, a position of international health—a position he held until 1982. He continued in that position until 1982 to 1986. In 1986, he was appointed professor and chair of the department of maternal and child health service for mothers and children. His current position in the School of Public Health. In 1990, Dr. Hart was named dean of the School of Public Health.

Dr. Hart is also president of Adventist Health International (AHI), a corporate entity within the family of Seventh­day Adventist Church organizations. Conceived at Loma Linda University, it was designed to strengthen the management and professional activities of Adventist health services in developing countries. Dr. Hart continues as a consultant to the World Health Organization (WHO). He has authored a book for WHO entitled "Making It Happen: A Global Health Care Model for the Emerging Millennium" and is the author of a book for the United Nations on "The Health Care System in Africa." Dr. Hart has also written, "Health Care in Asia: The Role of the Health Care System in Asia," and "Health Care in Europe: The Role of the Health Care System in Europe.

"In deep thought, Dr. Hart conducts an informal conference."
In the 1970s, the city of Ontario has joined California's charter membership in Ontario, California, the Queen Mary. That is why they are also plugged in our VCRs and, by 1974, had decided not to buy a new TV until the winter for any length of time, you can buy one of the new liquid plasma screens, which will put your cost in the area of high-school shop class.

Add to all of this the fact that your computer can now play DVDs. If you also consider that the "DVD" has been canceled and "The X-Files" isn't what it used to be, you have to wonder if any of this is worth it.

In Ontario, California, Heads for the Tech Coast

The city of Ontario has joined the Tech Coast Alliance (TCA), an organization committed to position, brand, unify and attract businesses to the 19-tech POPVU! The TCA is a dynamic Southern California region as the epicenter of global innovation and technology. Ontario's charter membership in the Tech Coast was announced at a recent kick-off celebration and collaboration of more than 600 businesses, academic, and political leaders who converged on the Queen Mary in Long Beach, so formally launching the Tech Coast Alliance.

Other charter members included: Compas, J.P. Morgan and Microsoft.

Footloose Customers just tend to smile more often.

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• 24 Hour Account Access
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Footloose independent growth.

These companies have a culture, a brand, and a business which is shared by every level of the organization. One of these shared beliefs is that the purpose of being in business is to grow people. How do you grow people? You do this through coaching and a principle-based organization. The following are the three guiding principles which are necessary for a company to be "in integrity."

Core Principle Number 1: I do what I say I will do.

This is a fundamental principle. If an employee doesn’t do what you think is important, the entire system falls apart. I support this principle by blasting this fundamental myth. I am better off by committing high and failing short, then committing low and failing short.

We are not better off by unremittingly committing to big audacious goals. "The more money you can do, the more change you will make, but everything else will be different.

If you are one of our greatest entrepreneurs, say Pont, Rockefeller and Ford name a few. Their ability to create huge new wealth depended on the fact that they worked out on the edge, the "tip." That edge is no longer a given place, but once you’ve stepped out on it, it’s impossible to come back.

This is why you can’t buy a new TV until the winter for any length of time, you can buy one of the new liquid plasma screens, which will put your cost in the area of high-school shop class.

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Click, Dial, Listen. Learn Grow: Professional Development the 21st Century Way

Don't have time to go back to school? Telelearning is the key to success in today's business world...

Tom, an upper-level manager for a large corporation, was coping with challenges. On top of all his marketing reports, endless meetings, and frequent business trips, he was finding that a huge amount of his time must be devoted to "human" issues. From managing complicated projects with participants from various departments, to helping his team deal with the reorganization his company has recently undergone, Tom is besieged. "I'm finding that a huge amount of my time is spent from various departments, to helping my team deal with the reorganization his company has recently undergone."

 release his clients, the list is daunting. For a large corporation, is besieged withing and frequent business trips, he's finding that a huge amount of his time is spent serving as an internal coach. He's finding that a huge amount of his time is spent serving as an internal coach. He's seeking a practical or particularly effective solution for all the issues. From managing staff, to dealing with the reorganization, it's really difficult to find the time to acquire those critical skills through traditional methods. Sitting in a classroom for several days or weeks isn't a practical or particularly effective solution. Nor is taking more days away from work to attend a seminar. Telelearning is clearly the way to go— and that’s why I established Comprehensive Coaching U (CCU).

Here’s how it works: You visit www.comprehensivecoaching.com and sign up for the Organizational Coaching Skills Program, designed specifically for executives who want to become internal coaches. CCU offers a more intensive certification program for those who want to pursue a career in coaching. Then, for the next six to nine months (depending on your preference), you complete a customized program of work structured around classes you “attend” via teleconference. These interactive teleclasses are taught by top-level coaches and executives in numerous fields—both offered mornings, evenings and some weekends. Hours take into account the convenience of participants on both coasts. Besides "dialing in" every week or so, you download course materials from CCU’s Web site and do real-time assignments in the context of your regular working environment. Levine says this pathway to continued education offers many benefits: Sleek technology is flexible and convenient. "This is the number one factor," she says. "Executives have incredibly busy lives. It would be impossible for most of us to take time away from work, drive to college that could be miles away, and sit through classes offered on a rigid schedule. CCU students can speak up in a ‘face to face’ situation. The anonymity of the telephone allows them to participate with minimal self-consciousness. Honest feedback, unfiltered by the listener's physical reactions and facial expression, is far more likely here than in a traditional classroom.

The long-term nature of the program ensures retention of ideas. "Consider what happens when you attend a professional development seminar," Levine remarks. "You may be excited and enthusiastic about it for a few days, but within weeks you've forgotten 90 percent of what you learned. Taking classes over a period of months makes it much more likely that you’ll integrate these ideas into your day-to-day work and know you're going to meet again in a week or so and keep accountability."

Consider how much it would cost for a CEO to send 10 of his or her top managers to an off-site seminar. Between enrollment fees, airfare, accommodations and meals, it's not a deal if the value of lost work time— it would be a small fortune. But with CCU, all you have to do is enter the same information, and retain it better, without leaving your desks. One of the biggest benefits is cost-effective. Consider how much it would cost for a CEO to send 10 of his or her top managers to an off-site seminar.

Contemplating Layoffs?

by Richard Gilbert

Has your company been experiencing unfavorable economic conditions? "Your CEO expects you to take care of it, and so do your employees. Knowing how to develop other people in your organization is the key to being competitive in today’s marketplace. However, it’s really difficult to find the time to acquire those critical skills through traditional methods. Sitting in a classroom for several days or weeks isn’t a practical or particularly effective solution. Nor is taking more days away from work to attend a seminar. Telelearning is clearly the way to go— and that’s why I established Comprehensive Coaching U (CCU).

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Sustainable Technology, for Renewable Energy and Adventure World...

People who attend this summit will learn about and online:

Inland Empire Business Journal

CFAA Gearing Up for "Bay California" Program

UCR Alumni Named U.S. Poet Laureate

House Approves Bill to Recognize Native Americans

Adventure World...

Tech Leaders Join Together to Fight Anti-Tech Legislation

The Toll Roads

Life's great if you have time to enjoy it. Ask anyone who takes The Toll Roads.

continued from page 1

that everyone is familiar with, yet it

that it can be anything you want. We have areas

Urban Design

throughout certain areas of the park, but the beauty of dealing with a fictional world is that it can be

we are completely fantasy.

The park will eventually feature 12 unique and highly immersive sections from familiar subjects such as the Wild West and Treasure Island —

which began five years ago

and content providers, as well as venture capitalists, investment banks and law firms. RickWhite, TechNet's CEO, 

Continued from page 1

ing some of the great challenges

by the time you take this, they will have

that the Toll Roads...
Credit Counseling Provides Genuine Reform for Bankruptcy

by Dianne Wilkman

As bankruptcy reform legislation makes its way through the scandalous corridors of the U.S. Congress, millions of consumers in Southern California and across the country are faced with the daunting prospect of how to manage their personal debt.

While the economy slowing down and job layoffs becoming all too common, consumers looking to avoid bankruptcy and regain financial stability are turning to credit counseling, which is emerging as a genuine "reform" for the nation's escalating number of bankruptcies.

Unfortunately, some consumers, still unaware of the benefits of credit counseling, often ignore increasing personal debt until it's too late. These consumers are then left with the limited option of declaring bankruptcy. While declaring bankruptcy appears to be a quick fix for financial troubles, it can damage an individual or household's credit score and hinder further purchasing power and even employment prospects.

The opportunity to avoid bankruptcy and receive credit counseling is extremely important for consumers, especially those living in Southern California. Southern California is ground zero for personal bankruptcies, due to the huge number of filings and regional vulnerability to financial dislocation.

Our nation's policymakers believe the reform of bankruptcy law is necessary to protect those who truly need bankruptcy relief, while stemming the tide of filings that negatively impacts the health of our overall economy. In many cases, the refuge provided by declaring bankruptcy is necessary for those who are honestly struggling through tough financial times. However, bankruptcy should be avoided if at all possible and must not be considered a panacea for those who, through poor judgment and lack of personal responsibility, spend beyond their means.

The facts supporting bankruptcy reform efforts are quite startling. Despite a sustained period of record economic growth and one of the strongest economies in the United States' history, consumers are declaring bankruptcy at a rapid pace. According to the U.S. Chamber of Commerce, bankruptcies jumped from 540,000 in 1984 to 1.44 million in 1998. Some experts predict that bankruptcies will increase by 10 to 15 percent in 2001.

Why is this important? Because businesses continue to absorb more than $40 billion annually in bankruptcy losses. As a result, households pay more than $500 a year in increased rates for goods by virtue of unpaid debt from bankruptcies that are passed on to consumers.

These troubling financial trends provide extra motivation for consumers to avoid pocketbook battles by seeking credit counseling. During the past five years, the number of consumers seeking credit counseling has grown by a huge amount. Many of these were able to avoid bankruptcy by receiving credit counseling. Credit counseling agencies can help consumers regain financial freedom by helping to repay debts without borrowing or bankruptcy. Some credit counseling agencies also provide a number of other valuable services, including: analyzing consumer credit reports; settling outstanding debt; developing debt management plans (DMP); providing homemaker assistance, and generally serving as a personal financial counselor, offering educational tools and knowledge that enables consumers to handle a wide range of complex financial issues.

In addition to the hounding stigma associated with personal bankruptcy, consumers declaring bankruptcy can expect their credit report to be bleached for years to come. When the need arises to secure financial support to purchase a new home, a car, or to pay off school loans, a history of bankruptcy can severely limit the financing options and purchasing power of many consumers. National bankruptcy studies show that the vast majority of study participants who had declared bankruptcy would not recommend this course of action to a friend or family member in financial trouble. A large number of study participants were also turned down or found it difficult to obtain credit, paid higher interest rates, and were even denied job opportunities because of their history of bankruptcy.

Last year, President Clinton vetoed bankruptcy legislation that Congress passed with bipartisan support. With President Bush now in office, it's not a question of "if" bankruptcy reform legislation will be signed into law—but how soon the new regulations will affect the lives of consumers from all walks of life. Consumers, employers and creditors, who wish to assist those having financial difficulties, should not wait for bankruptcy reform legislation to be enacted before seeking financial assistance through a credit counseling agency.

In Southern California, the housing and energy crunch leaves many consumers potentially vulnerable to financial difficulty. The urgency surrounding these circumstances provides an additional incentive to seek financial management assistance now—before being overwhelmed by debt. In an effort to avoid any such demoralizing hardships, consumers should take immediate steps to get a better understanding of whether personal debt, of any amount, poses a threat to financial stability.

Dianne Wilkman is the president and CEO of Springboard, a 26-year-old accredited, non-profit organization. For more information, call 800-WISE-PLAN or visit www.credit.org.
Century 21 Real Estate Corporation, the franchisor of the world’s largest residential sales organization, has announced a blockbuster master
franchise agreement to develop Century 21 offices throughout Europe. The agreement, which was entered into by developer Philip Tugnait, nodal manager of the
firm’s London office, and Rafael Noriga, president and CEO of Century 21 (R) Europe, brings to the aid of the
franchise company’s 180,000 members throughout the world.

For the company owner, the development of a master franchise or marketing alliance is multi-dimensional. To make the best decisions, it is important to know the marketing and financial plans of the initiative and your buyer’s future. Your busi-
ess advisors, accountants, lawyers, and management consultants, must evaluate the low-cost alternative
options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs. Consider the following:

1. Your business demographics—accountants, lawyers, and management consultants, must evaluate the low-cost alternative options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs.

2. Your business growth—accountants, lawyers, and management consultants, must evaluate the low-cost alternative options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs.

3. Your business results—accountants, lawyers, and management consultants, must evaluate the low-cost alternative options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs.

4. Your business prospects—accountants, lawyers, and management consultants, must evaluate the low-cost alternative options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs.

5. Your business plan—accountants, lawyers, and management consultants, must evaluate the low-cost alternative options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs.

6. Your business experience—accountants, lawyers, and management consultants, must evaluate the low-cost alternative options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs.

7. Your business expertise—accountants, lawyers, and management consultants, must evaluate the low-cost alternative options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs.

8. Your business contacts—accountants, lawyers, and management consultants, must evaluate the low-cost alternative options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs.

9. Your business credits—accountants, lawyers, and management consultants, must evaluate the low-cost alternative options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs.

10. Your business abilities—accountants, lawyers, and management consultants, must evaluate the low-cost alternative options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs.

11. Your business skills—accountants, lawyers, and management consultants, must evaluate the low-cost alternative options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs.

12. Your business knowledge—accountants, lawyers, and management consultants, must evaluate the low-cost alternative options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs.

13. Your business advertising—accountants, lawyers, and management consultants, must evaluate the low-cost alternative options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs.

14. Your business training—accountants, lawyers, and management consultants, must evaluate the low-cost alternative options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs.

15. Your business marketing—accountants, lawyers, and management consultants, must evaluate the low-cost alternative options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs.

16. Your business sales—accountants, lawyers, and management consultants, must evaluate the low-cost alternative options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs.

17. Your business local—accountants, lawyers, and management consultants, must evaluate the low-cost alternative options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs.

18. Your business global—accountants, lawyers, and management consultants, must evaluate the low-cost alternative options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs.

19. Your business future—accountants, lawyers, and management consultants, must evaluate the low-cost alternative options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs.

20. Your business challenges—accountants, lawyers, and management consultants, must evaluate the low-cost alternative options based on short-term assumptions. To make the best decision, the broker will evaluate all this information, both in terms of their return on investment, and knowledge of their business’s future needs.
But Fewer Are Facing the Challenge Alone, according to Executives at Lee Hecht Harrison

Executives have typically faced the challenges of assimilating new leaders, knowing their own, and perhaps that's why the turnover rate of newly hired executive coaches has decreased by half—within the first 18 months in today's competitive workplace. But many successful firms are looking to beat the statistic by partnering with "assimilation coaches," who work with them from day one to help manage their successful transition into their new roles, according to executives at global talent and executive search firm Lee Hecht Harrison.

"Companies choose managers based on experience, talent, fit, vision and various intangibles, but even the most skilled executive is going to hit some bumps in the road," says Nancy Reynolds, senior vice president and general manager in Lee Hecht Harrison's Pasadena and Riverside offices.

With assimilation coaches able to help executives clarify expectations, establish credibility, assess potential black holes, determine priorities, develop an action plan and make necessary changes in leadership style to be productive quickly in a new organization or position, they are becoming increasingly common in today's business environment.

This coaching typically lasts three to six months, but may begin even before the executive assumes the reins. "Sometimes an employer will want the coach to do up-front work with the team prior to the new executive being lead, in which case the coach may start interviewing them a month ahead of time to get a cultural perspective," explains Reynolds.

"Most people are willing to make the long-term commitment and do the hard work necessary to complete the program," adds Reynolds. "We require sustained action and accountability. It's the only way they can learn these skills. Professional development is an investment in your future. If you put in the time and effort and take it seriously, you should see great ROI in the form of a stronger, more vital company and career."

"Many people are ready to get off the revolving door of under-performing executives," says Reynolds. "Assimilation coaching is a huge benefit for both the individual and the organization."

For more information about the firm, please visit Lee Hecht Harrison at www.lhh.com. Southwest regional offices include: Pasadena, San Diego, Los Angeles, Irvine, and San Diego.

Mark Lacter returned to the Los Angeles Business Journal as editor on July 11, 2000, according to publisher, Matthew Toledano.

Lacter, a veteran journalist who worked for the Los Angeles Daily News, San Francisco Chronicle and Investor's Business Daily among others, served as editor of the weekly publication from July 1996 to February 2000, and most recently had been a senior editor at Forbes magazine. Current editor, Michael Streifel, will assume the post of associate editor.

Lacter joined the newspaper with the appointment of Mark Lacter as editor. Under Mike Streifel's direction, the Los Angeles Business Journal has continued to improve the quality of its editorial product, he is known for his excitement, and is known for his exciting, well-researched articles on Los Angeles, Irvine, and San Diego.

Said Lacter: "With a strong editorial staff in place, I am looking forward to leading the paper once again.

In its 23rd year of publication, the Los Angeles Business Journal publishes a weekly Monica and has circulation of more than 120,000 readers. The award-winning newspaper is one of the most established in the area.

For more information about the Los Angeles Business Journal, call (323) 549-5225.

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Staff Leasing Companies Serving the I.E.

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Address</th>
<th>Number of Offices</th>
<th>Inland Empire Company</th>
<th>Leasing, I.E. Sites</th>
<th>Top Local Executive</th>
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<td>Barrett Business Services Inc.</td>
<td>14078 Cowan Ave., Ste. 3</td>
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<td>Jim Drainow</td>
<td>Vice President</td>
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<td></td>
<td>Santa Clarita, CA 91330</td>
<td>60</td>
<td>1951 Payroll Services, Human Resource Management, Benefit Administration, Safety Services &amp; Workers' Compensation plans</td>
<td>(818) 932-0700</td>
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<td>Select Personnel Services, Inc.</td>
<td>1401 E. Magnolia Ave., Ste. 10</td>
<td>6</td>
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<td>Steve Simmons</td>
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<td></td>
<td>Upland, CA 91786</td>
<td>54</td>
<td>1985 Clerical, Light Industrial, Engineering</td>
<td>(909) 861-2280</td>
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<td>Link Staffing</td>
<td>3224 S. Mountain Ave., Ste. 7</td>
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<td>1980 Technical, Clerical, Light Industrial, Permanent Placement</td>
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<td>American Engineering Services</td>
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<td></td>
<td>Upland, CA 91786</td>
<td>54</td>
<td>1988 Computer, SAP, Main, Eng./Tech.</td>
<td>(909) 520-0276/306</td>
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<td>The Calver Group</td>
<td>3206 E. Island Bivd., #150</td>
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<td>1995 Sales and Management</td>
<td>(909) 383-3369/39-362</td>
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<td>S &amp; A Technical Staffing, Inc.</td>
<td>11150 N. Mountain Ave., A101A</td>
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<td>Upland, CA 91786</td>
<td>54</td>
<td>1995 Telecommunication, Construction</td>
<td>(909) 941-4443/41-445</td>
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<td>Kelly Staff Leasing</td>
<td>711 W. &quot;A&quot;, Ste. 1700</td>
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<td></td>
<td>San Diego, CA 92101</td>
<td>18</td>
<td>4100 V.R., Payroll, Light Industrial</td>
<td>(800) 87-STAFF/(69) 615-7352</td>
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<td></td>
<td>Upland, CA 91786</td>
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<td>Steve Adams</td>
<td>V.P., Operations</td>
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<td>Covina, CA 91722</td>
<td>3</td>
<td>1996 Professional Employee Organization, Benefits Administration</td>
<td>(909) 625-5067/21-12</td>
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<td>Shelley Drummond</td>
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<td>Rancho Mirage, CA 92270</td>
<td>1</td>
<td>1989 Employee Leasing, HMO</td>
<td>(760) 770-4655/770-2771</td>
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<td></td>
<td>West Covina, CA 91792</td>
<td>3</td>
<td>1996 Professional Employee Organization, Benefits Administration, Human Resources, Compliance</td>
<td>(310) 581-9886/581-9990</td>
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<td>Lynn Grecy</td>
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<tr>
<td></td>
<td>Irvine, CA 92614</td>
<td>1</td>
<td>1997 Human Resources, Benefits, Payroll Employee Training</td>
<td>(949) 752-2957/39-915</td>
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Health Care

Large and Small HMOs With Strong Capital Successfully Navigate Six Years of Industry Trouble

Third-quarter turn around for well capital, industry, nearly half of HMOs continue to lose money

Forty-five health maintenance organizations (HMOs) consistently maintained good financial health despite the most turbulent period in their history; the net loss of more than $3 billion in premiums, they represent approximately 26 percent of the industry in 1999. Nevertheless, 241 health maintenance organizations continued to lose money during the third quarter of 1999, in premiums of $113 billion as of Sept. 30, 2000.

From January 1995 to September 2000, the industry as a whole suffered serious problems. During that nearly six-year period, 57 HMOs failed, the highest failure rate of any financial industry. Profits started to decline in 1995 and culminated in three years of heavy losses from 1997 to 1999 when HMOs lost a total of $11.8 billion. As a result of these years of poor performance, the percentage of companies rated B- or higher (considered "good" by Weiss Ratings) has declined from 46 percent in 1995 to 19 percent today.

"The key factor was capital," commented Michael E. Weiss, Ph.D., chairman of Weiss Ratings. "In tough times, it gave the 45 well-performing HMOs a cushion. In good times, it enabled them to leverage their assets for maximum efficiency and growth. Not all of these companies totally escaped losses; however, they maintained overall financial stability by reducing their capital adequacy requirements and maintaining adequate levels of liquidity, profitability, and stability. These are all measures we use to evaluate HMOs."

Among the 45 HMOs that maintained strong financial health, 22 are relatively small, with less than 100,000 members, bucking the trend with HMOs in large markets. The greater difficulties faced by many smaller plans. Also, many of the plans are affiliated with much larger plans, such as Cigna, Kaiser, Regency, and United Healthcare, which have given them additional access to capital.

Industry Profitability Continues to Improve

In reviewing the industry's financials for the third quarter of 2000, Weiss upgraded the ratings for 23 HMOs, while downgrading another four. Notable upgrades include:

- FocusHealth and Guardian Health Plan Inc. (M.D.) from C to B
- Kaiser Permanente Health Plan Inc. (P.C.) from C to B
- Blue Cross Blue Shield of Illinois, Inc. (N.Y.) from C to B
- Blue Cross Blue Shield of Texas

Notable downgrades include:

- WellCare Plan of North Carolina Inc. (N.C.) from D to F
- Aetna US Healthcare Inc. (N.J.) from A- to C
- Island Care (Hawaii) from D to E
- Blue Cross Blue Shield of Alabama from B to D

The Weiss Ratings are based on an analysis of a company's risk-adjusted capital, five-year historical profitability, liquidity, and stability. The latter category combines a series of factors including asset growth, financial stability, growth of affiliate companies, and risk diversification.

Weiss issues ratings on more than 1,500 companies in 18 industries, including HMOs, life and health insurers, Blue Cross Blue Shield, property and casualty insurers, banks and brokers. Weiss also rates the risk-adjusted performance of more than $11,000 mutual funds.

The Weiss Ratings is the only major rating agency that receives no compensation for its services. Ratings are derived strictly from sales of its products to consumers, businesses, and the government.

Consumers needing more information on the financial safety of a specific company can purchase a rating and summary analysis for as little as $7.95 through the Weiss Ratings Web site at www.WeissRatings.com.
Small Business Is Big Business!!!

Small business is big business! That's the philosophy of Citizens Business Bank, the largest bank headquartered in the Inland Empire counties of San Bernardino and Riverside. Small business accounts for more than half the private workforce in the country and more than half of all sales. Small business also has the highest potential for growth for any sector of our economy, creating roughly 60 percent of all new jobs.

Citizens Business Bank is geared to provide small businesses with loans designed for them to help fund growth. Commonly known as SBA loans, these loans are provided in conjunction with the Small Business Administration. SBA loans are available for real estate, equipment, working capital and other uses. Their benefits include lower down payments, competitive interest rates and terms, lower maturities, and pre-qualification for women and minorities.

Citizens Business Bank is a Preferred Lender Participant (PLP) with the Santa Ana District Office of the Small Business Administration (SBA). This is the highest designation that can be achieved by a bank that participates in SBA lending.

Citizens Business Bank received this designation because of the bank’s commitment to the SBA program, their proven success record, and because Citizens meets and exceeds the high standards set by the SBA. Citizens Business Bank has more than 250 SBA loans valued at approximately $100 million.

As a Preferred Lender Participant, Citizens Business Bank Administration allows the bank to make credit decisions on SBA guarantees. Citizens Business Bank has more than 250 SBA loans valued at approximately $100 million.

As a Preferred Lender Participant, Citizens Business Bank Administration allows the bank to make credit decisions on SBA guarantees. Citizens Business Bank has more than 250 SBA loans valued at approximately $100 million. This greatly reduces the processing time for SBA loans.

Citizens Business Bank offers two types of SBA loan programs. The 7(a) loan is the primary business loan program of the SBA. It is commonly used for business expansions and to meet the varied short-term and long-term needs of established businesses. The 7(a) loan can be used for most business purposes, including: real estate purchases, land, buildings, equipment, machinery and equipment purchases, working capital, inventory, and business acquisition.

The 504 loan provides long-term, fixed-asset financing through Citizens Business Bank and a local certified development company. A 504 loan may be used for real estate purchase and construction and machinery and equipment purchase.

Last year, Citizens Business Bank worked with Bill Alpert of Alpert’s Printing in Rancho Cucamonga, using an SBA loan to help expand his business. “We’ve been in business since 1966,” explained Alpert. “Like many other people, I thought an SBA loan was for someone new on the block, or for a selected individual. In reality, SBA programs will work for many, many businesses established participants.”

“Find that not only could I purchase equipment I needed, but I could do real estate and equipment loans all in one transaction, and that really made it nice. We could do everything all at once. The interest rates were very low, and it gave me a comfortable payment.”

Citizens Business Bank is the largest bank in the Inland Empire area of California. It is widely recognized for its commitment to its customers and community, as well as its financial performance. Citizens Business Bank serves businesses, professionals, and individuals through more than 30 conveniently located offices in San Bernardino, Riverside, Orange, and Los Angeles counties.

For more information about an SBA loan, contact your local office of Citizens Business Bank, or the SBA Loan Department at Citizens Business Bank, 700 N. Imperial Highway, Suite 270, Corona, CA 91710, phone: 951-274-6520, or visit the Web site at: www.cmbank.com.
The West Valley Material Recovery Facility in Fontana has established a $50,000 fund to provide scholarships to high school students at Cal State, San Bernardino for eligible high school students in the Inland Empire.

The scholarships, which cover the cost of fees, books, expenses and room and board, are part of a regional project of the CAE. Each scholarship is $5,000. A maximum of five scholarships will be awarded to five students who are enrolled at Cal State San Bernardino in the spring of 2001.

A committee will review student applications and select the recipients. The following are the current board members:

- Mary Ann Bixler, president of Burrtec Industries, is the chair of the committee.
- Paul J. O'Brien, chairman of the Burrtec Foundation, is the vice-chairman.
- Julie M. Steinert, executive director of the Burrtec Foundation.
- Amy L. F. Bixler, vice president of the Burrtec Foundation.
- Mr. D. E. R. Bixler, secretary of the Burrtec Foundation.
- Mr. D. G. S. Bixler, treasurer of the Burrtec Foundation.
- Mrs. M. A. Bixler, assitant secretary of the Burrtec Foundation.
- Mrs. M. A. Bixler, assitant treasurer of the Burrtec Foundation.
- Mrs. M. A. Bixler, assitant comptroller of the Burrtec Foundation.
- Mrs. M. A. Bixler, assitant controller of the Burrtec Foundation.

The scholarships are available to any student who is a U.S. citizen or permanent resident, has a cumulative high school GPA of 3.0 or better, and is enrolled full-time at Cal State San Bernardino.

The fund is made possible by Burrtec Industries, Inc. and the Burrtec Foundation, which is a charity separate from the Burrtec Corporation.

The Burrtec Foundation is a 501 (c) (3) non-profit organization, and its mission is to support education, science, and the arts.

Business Fontana Endows a $50,000 Scholarship Fund at CSUSB

"We want these students to take their place as the future leaders in our communities and in the Inland Empire." Gordon Paterso as dean of the College of Business and Public Administration, and has served on the CBPA's golf tournament committee since its inception seven years ago.

The scholarship will not only help two worthy students get through college, but it also encourages them to take a more active role in the university through one of the scholarship criteria of providing 30 hours of service to the university or alumni association each year.

"Getting good grades is just part of it. The scholarship will help the students create responsibility by performing service to the university," Fawcett said.

Pamela Langford, alumni affairs director for CSUSB, said, "We are cultivating these students to be future alumni leaders so that when they leave here, they will always have a strong connection to the university."
When Barbara Haunsen-Reyez interviewed for a job as an occupa-
tional therapist several months ago, she did not realize that she
might be the inspiration for a Pet Assisted Therapy Program (PET) at
the county's Arrowhead Regional Medical Center. Launched
after seven months of planning and policymaking, the county hospital in
Culver hosted a ribbon-cutting and reception in May to announce its
newest innovative program to the community. The PET program uses six trained dogs to assist patients
recovering from mental and emotional disorders, especially depression.

"Barbara was asked in the interview about her strong points and she
relaxed the touching story of her dog, "Sweetheart," said Debby
Loader, director of clinical services at the behavioral health unit of the
county hospital.

"I had already experienced the effectiveness of PET in past work in Pennsylvania and we were open to
new ideas here," she said.

The story of Barbara and her dog was the impetus to move forward on a state-
wide PET program supported by the new administration.

After an exhaustive and disappointing literature search on PET programs in hospitals, only two
articles, Lacus and her colleagues began the creative process and they recruited the
long-term care facilities and drug and alcohol programs to fit a mental
health unit of a large hospital.

Dr. Johnson, a veterinarian

by Maurerena Mendez

When Barbara Haunsen-Reyez


touched by the plight of Sweetheart

and the generosity of Dr. Mori, who
cared for the dog for three months.

There was an outpouring

of donations, services and

supplies from cor-

plications, and individuals,

petitions, and affidavits

to adopt the dog.

I told my husband that I had
to do something for this
cursed dog. I wanted to
donate money. I wanted to help
Sweetheart," said Haunsen-Reyez.

Barbara Haunsen-Reyez

recovered her experi-

ence as a burn survivor dur-

ing the interview. She had

suffered second and third
degree burns to both legs

and her daughter was 8 years old.

And the delivery was taken to the

haunted house that left her

struggling for her life in a

foreign country.

Fortunately, a doctor was summoned to the scene and
instructed the hotel staff drive her to the border and to a San
Diego burn unit. She endured months of recovery and suffered severe depress-

ion.

"I don't want to talk about it," said Haunsen-Reyez.

"I can't stand to think about what happened to me. That's why I have

spent this much time talking to you. I have been talking about it as the

most powerful thing that I can think of."

On the day of the interview, she and her daughter were in

Dr. Mori's clinic to care for Sweetheart — bathing and change-

ning her dressings. She found a new role with the recover-

ing dog that is unique among burn victims. Of the 100 requests to adopt the
dog, Dr. Mori and his staff chose to help other burn survivors," said Haunsen-Reyez. Sweetheart was her first.

After the factious interview and subsequent position on the staff at

continued on page 49
Our Writers

Tessa Goodrich

Tessa Goodrich was named "Small Business Journalist of the Year" by the U.S. Small Business Administration's Santa Ana district, which encompasses Riverside, San Bernardino and Orange counties. She is one of the founding members of the Professional Women's Roundtable, a nonprofit organization that mentors and professionals, providing women in business leadership opportunities.

Dick Shaw

Dick Shaw is the founder of RB Graphics and meets his customers' needs an "ojJ Stuff." Email: sales@roversodeblueprint.com.

Maureen Moncada

Maureen Moncada worked as a photographer at the Los Angeles Times and has been the photojournalist on a weekly news program for feature series writing. She graduated from the University of California, Riverside in 1995 with a bachelor's degree in communication. Maureen Moncada is a native of Nicaragua, lived in Oregon, and has been selected in numerous juried shows. Her love of travel has built her stock of exotic locales, peoples and flora from around the world. She has worked with New York fashion/portrait photographers, Barbara Bondick and Richard Avedon, and was a custom black-and-white printer with clients including Car and Driver Magazine, May & Co., and Jalzenten. With a B.A. in sociology and a minor in photography, Moncada has directed social service programs for 18 years, and is currently the executive director of the Alzheimer's Association for Riverside/San Bernardino counties.

CFO 2 GO Lands New Contract

CFO 2 GO, "Your part-time chief financial officer" service has been contracted to assist Angal Environmental Systems Inc., a Milwaukee based supplier of air pollution control (APC) systems, that has acquired Smith's former parent company. The agreement was signed in May. CFO 2 GO has been contracted to assist Angal with receivable, payable, along with providing additional financial services. The additional services will include preparation of forecasts, an annual plan and preparation of a long-term cash flow model. CFO 2 GO will also work in transitioning accounting functions, formally performed by Basic Service Inc., with fencing provided to Angal.佛山市 is under contract to Professional Engineers in California Counties (RPO) and the California Department of Water Resources in its outreach program, including California's Regional Occupation Programs (ROP) and the Employment Development Department (EDD).
Close Up…
continued from page 9

America.

"We will begin accepting stu­dents next summer for a new school of pharmacy that has been on the books for a while now," Hart said. "There may be other programs that we will get into as well as maintaining the six professional schools and all the other programs that we have here now."

Another major area that Loma Linda University is moving into is the research arena. Its funded research activities have more than doubled in the last five years, and are now at more than $20 million per year as externally funded research activities are compared to about $5 mil­lion five years ago.

Certainly, finances are always a challenge for any institution, particularly in the health care arena today. Educational pro­grams are having a difficult time maintaining themselves, though the medical center is an inde­pendent corporation, we are obvi­ously dependent on Medicare, Hart said, and teaching hospitals have bit perhaps the hardest in the current market for funding research.

"The doctors can support them­selves seeing patients. But when trade opportunities and organized trade events.

"Entering the global marketplace may seem to be a vex­ening for many companies that have traditionally concentrated their export growth in the U.S. market," said Torres. "There are a number of resources available to Cabazon, United and are designed to assist and educate companies on getting their products and services into the global marketplace. The Cabazon Export Assistance Center can provide these resources to the local business community.

"Products and services from across the country are encouraged to explore export strategies. Programs available in the service sector include seminars for travel and tourism companies to increase international tourism to the Coachella Valley. Other indus­try examples include environment­al products, medical equipment and selected agricultural products. The Cabazon Export Assistance Center is here to help U.S. companies grow internationally," said Torres.

Torres previously worked at the U.S. Department of Commerce Seattle One/Pacific Northwest Export Assistance Center at San Diego State University, where she earned a B.A. in international relations and a minor in Russian. Born in San Diego, she has lived abroad for two years in Spain and Russia. The Cabazon Export Assistance Center is located in the Tribal Administration Building of the Cabazon Band of Mission Indians at 84245 Indio Springs Parkway, Indio. (760) 342-4455.

The California Dental Association is a non-profit, nonprofit organization.

Subscibe Now Call Today
Inland Empire Business
Journal (909) 484-9765

Real Estate Notes

99 Cents Only Stores has leased 50,000 square feet of retail space in Victorville. Vicki Dunkin of The Inland office, represented the landlord, the Inland Retail Group, and the Grass Group of Cincinnati, in the transaction. Mitch Bayot of Grubb & Ellis, North Los Angeles office, represented the tenant. The sale of the Park Yale Most apartments was handled by J. Young of Colliers, from the Hoop Group office, Marcus and Millichap Real Estate Investment Brokerage Company. The property, a 44-unit apartment complex located at 190 S. Yale Street, Hemet, sold for $1,375,000. Kevin Assef, regional manager for Marcus and Millichap, office, Schrein/GTW Corporate, has signed a $6 million, five-year lease to occupy a 325,600-square-foot facility at the Jasmine in Ontario. The deal was handled by the Carl Satorn distribution Center is managed by Investment Development and is owned by Adaia Asset Corp. of Los Angeles. Kevin Assef, regional manager for Marcus and Millichap, office, represented the landlord, the Inland Valley Development Corp. The transaction was handled by Rudy Appleman of Cabazon, from the Neumann Group of Los Angeles. Novation Legal has leased a 2,845-square-foot office, located on 2609 California Street in Hemet. The property sold for $3,875,000 and the pri­voting firm. Novation Legal owned the property. Properties signed a seven-year lease for 625,300 square feet with Dore Properties, Inc., in Beaumont Carona office. The total consideration of the lease was $3,000,000. The brokerage firm, including the Inland Valley Development Corp., represented the buyer. Cyntlua Torres, a marketing executive for the Inland Empire Business Journal, has joined the Community United Department of Commerce Export Assistance Center as acting inter­nal development manager. Herzog will be to assist businesses realize their export potential by providing information on foreign markets.

International Trade Specialist Provides Service at Cabazon United States Export Assistance Center

Cyntlua Torres

Cyntlua Torres has joined the Community United Department of Commerce Export Assistance Center as acting inter­nal development manager. Herzog will be to assist businesses realize their export potential by providing information on foreign markets.

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The RB Empire Companies offer full spectrum of printing, “over and above” services

RB Graphics traces its roots to the 1920s as one of the premier family-owned commercial printers in the Inland Empire. Its sister company, Riverside Blueprint, follows the same family tree and commitment to quality and service. Together, “The RB Empire Companies” provide the tri-county region with a full spectrum of digital and offset printing services, unequalled by any other single printing company.

In a recent customer satisfaction survey conducted by Rainmaker Pro Training & Consulting, RB Graphics ranked high in relationship management, the idea of saving time and money, overall performance I get from consulting, RB Graphics ranked high in relationship management, and the idea of saving time and money.

For like-minded professionals, the idea of saving time and money, overall performance I get from consulting, RB Graphics ranked high in relationship management, and the idea of saving time and money.

Top-end 6-color offset printing, quick-printing and poster/trade show graphics jobs through Riverside Blueprint, saving valuable time and money.

For like-minded professionals, the idea of saving time and money, overall performance I get from consulting, RB Graphics ranked high in relationship management, and the idea of saving time and money.

Both companies combine their offerings and differentiate themselves from their competitors in distinct ways:

- Low-cost quick-print, assembly and binding and large-format color printing services like Kinko’s but with pick-up and delivery, and coordinating by a personal account representative.
- Turnkey offset printing services— with all the usual letterhead, brochure, kit folder, annual report, spec sheet capacity, plus all the finish work like embossing, foiling, die-cutting, perforating and numbering.
- For like-minded professionals, the idea of saving time and money, overall performance I get from consulting, RB Graphics ranked high in relationship management, and the idea of saving time and money.

Commercial Printers

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The RB Empire Companies continue to be a part of PGA TOUR History for the 2001 BUY.COM Inland Empire Open is coming to Empire Lakes Golf Course in Rancho Cucamonga.

Phone: (909) 948-5565
inlandempireopen@aol.com

The 8th annual Inland Empire Open will be held at Empire Lakes Golf Course in Rancho Cucamonga on September 24 – 30, 2001. Be a part of the excitement as golfers compete for a chance to win a share of the $425,000 purse.

Volunteers are needed!

If you have ever volunteered for a PGA TOUR event or any other golf tournament, you already know about the integrity of donating your time to its success. For the golf fan, there is no better way to get close to the action of a PGA TOUR event. Ask even if you’re not a golfer, please do not miss on your chance to play a very important part in the community and support our local charities.

Corporate sponsorships are also available.

Your sponsorship and involvement in the Inland Empire Open benefit several local children’s charities. For more information, please contact the tournament office at (909) 948-5565.
The new president and superintendent of Chaffey College, Dr. J. Marie Pepicello, has come into contact with since attending the college on March 1,
said Gary George, a trusted
interested in teaching.
Burbage then had the opportu-
the college size of 3,000. She
she came to Stockton, and it is
Pepicello is equally balanced
the time to walk around the
Pepicello started in 1883 as an agri-
...I want to build...
She arrived with a full t ool
She has the experience, the
pursue a career in the college the size of
The district serves seven cities and
the college and my role is to implement the policy and my role is to implement that policy, but I also help advise them on how to implement what is going on at the college.
I have also met with representatives from various campus departments, such as human resources. She also takes the time to walk around the university and meet with the students, Pyle said. Then, the president regularly communicates to the board regarding what is going on at the college.
She is responsible for managing the college for its elected governing board, whom she reports to, but also advises.
She is also managing the college for its elected governing board, whom she reports to, but also advises.
Chaffey has almost 17,000 students, Pepicello said.
Chaffey is equally balanced between meeting with people inside and those who might work together more effectively without having to sit in on all final interviews for faculty and staff.
"I told her the other day, ‘I don’t have the same number of days in the week,’ Pyle said. "Pepicello is the only college president Pyle has ever met who has taken the time to sit in on all final interviews for faculty and staff. ‘I’m impressed,’ he said.
On top of the list of goals are to improve the technological infrastructure at the college and fund its on-line learning programs.
Also a priority is to plan for the renovation and expansion of buildings on the campus, most of which are 40 years old. The college is expected to grow to almost 25,000 students by the year 2010 and it is not quite ready to handle that many students, Pepicello said. "We are finding it difficult to accommodate the expected growth."
A new satellite center that will...
Inland Empire Resident Receives CSL Certification

Robbie Motter, owner of Contact Unlimited, has just completed the Professional Seminar Leaders Certification course at Inland Empire Networking, a professional organization dedicated to serving small businesses in the Inland Empire region of Southern California. Motter is the founder of L&A Marketing, a full-service marketing and advertising firm located in Newport Beach, Orange County, California.

Motter’s participation in the Professional Seminar Leaders Certification course at Inland Empire Networking is the latest in a series of professional development activities that Motter has undertaken over the past several years. In addition to his work with L&A Marketing, Motter is also a member of the Orange County Chamber of Commerce, the American Society for Training and Development, and the International Association of Business Communicators. He is also a member of the Inland Empire Chamber of Commerce, where he serves as a board member and past president.

Motter’s commitment to professional development is evident in his efforts to help small businesses succeed. He is a strong advocate for small businesses and is dedicated to helping them grow and thrive. Motter is an active member of the National Association of Professional Business Communicators, where he serves as a board member and past president.

Motter is a native of Newport Beach, Orange County, California, and has been involved in the local business community for over 20 years. He is a past president of the Orange County Chamber of Commerce, where he served as chair of the board of directors.

Motter’s dedication to helping small businesses succeed is evident in his work with L&A Marketing. The company is committed to helping small businesses grow and thrive by providing them with the tools and resources they need to succeed. Motter and his team are dedicated to helping small businesses succeed and are committed to helping them grow and thrive.

Motter is a respected member of the local business community and is a valued member of the Inland Empire networking community. He is a true leader in the business community and a true advocate for small businesses.

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Neurosurgeon Ali Tahmouresie, M.D., has joined Desert Orthopedic Center announced Robert W. Murphy, M.D., M.P.H., chairman of Desert Orthopedic Center.

"Dr. Tahmouresie will be a valuable addition to our team of board-certified spine surgeons and radiologists, working closely with our patients and referring physicians to provide the highest level of care," said Dr. Murphy.

Source: Desert Orthopedic Center

Palm Springs Airranl Tramway and Mount San Jacinto State Park Announce Summer Programs

During the summer months when the temperatures in the desert reach into the 100s, the top of the tram offers a refreshing alternative. Volunteers for the Mount San Jacinto State Park and Wilderness area will be offering nature walks, campfire programs and family day programs for anyone wanting to cool off at the top.

Nature walks are held on Saturdays and Sundays during the summer for anyone interested in learning about the flora and fauna at the top of the tram. The guided walk is a 30- to 40-minute program that winds through picturesque Long Valley. Nature walks are offered free of charge and are on a first-come, first-served basis, from noon to 4 p.m. These programs take place at the start of the street parking lot outside of the tramway's Mountain Station.

Also offered by the state park volunteers are campfire programs on Saturday evenings at 7 p.m. The program runs about 30 minutes and is held in Round Valley, a two-mile hike from the tramway's Mountain Station.

Family days are offered during the summer. State park volunteers offer craft projects for all families to participate in. The program takes place in the Long Valley amphitheater from 10 a.m. to 3 p.m.

For more information on these activities, please call the Mount San Jacinto State Park at (909) 382-5600.

City Council Donates Thousands to Local Charities and Cultural Events

In its pledge to assist non-profit organizations throughout the Coachella Valley, the city council of Indian Wells will donate $165,726 to 25 agencies dedicated to helping the needy, the elderly, children and seniors, and providing crucial health services.

"We tried to strike a balance to assist various organizations in the community that not only help Indian Wells' residents, but also help the citizens of the Coachella Valley," Mayor Ed Monarch said.

"We want to support organizations that help the needy, our youth, and those that deal with people stricken with cancer, arthritis and other serious health issues."

Among the organizations receiving grants for 2001-2002 were: Desert Samaritans for the Elderly, Desert Cancer Foundation, Boys and Girls Club of the Coachella Valley, Special Olympics and the Joddy Senior Center.

The council approved the grants at its June 7 meeting, and voted to give $10,000 to the financially-strapped Coachella Valley Rescue Mission, so it can reopen its doors to assist the valley's homeless.

At the June 7 meeting, it also voted to donate $265,000 to various promotional and cultural events. It includes the popular Town Hall Lectures Series, Desert Indian Wells Desert Symphony, the Living Desert, and the Bob Hope Chrysler Classic Golf Tournament, among others.
Banking
The Future of Money
by John Ekins

Diamond Card Processing Corporation processes creditcards for small- to medium-sized businesses. It is introducing a new electronic check guarantee program to its current business of processing credit cards. Merchants will never have to deal with non-sufficient fund checks again.

"Our company devised electron­ic check verification," said Paul Manilow of Diamond Card Processing Corporation. "That is where a paper check is turned into an ATM transaction automatically, so merchants do not even have to go to the bank. They slide it through the check reader which reads the micro lines on the bottom of the check, and it is either approved or declined."

"If it is approved, they can even hand the check back to the consumer and the money is transferred electronically into their bank account like it would be with a credit card or an ATM card," Manilow explained. "It is really important for merchants to know if the check is no good, so they can ask the customer for a credit card."

"Because if the check is no good, they can tell the customer 'Something must be wrong; we can take your credit card but we cannot take your check.' So they do not lose their groceries nor do they have a $15 bounced check charge from their bank," Manilow continued.

"It is comforting for the merchant to know that this is an automatic guaranteed approval. "If we give them the approval, that check is approved, period," according to Manilow. "Unless for fraud, no bank covers for fraud."

Manilow sees opportunities to use the technology that we already have in place. For example, the smart card, the chip card, and the stored value card are now in use. Most people have been satisfied on behalf of long distance calls, you buy them for a half-hour or an hour. When the card runs down, you have to recharge it.

"Visa and MasterCard right now are increasing the use of the chip cards," Manilow explained. "They say my kids go to college and I want to give them $500. If they lose it, nobody can use it, because it requires a pin number."

"We store that value on the chip," Manilow says. "When they call me to say they need more money, I know that they used $500. So, I can control expenses. We are able to process these new cards on all of our terminals. We are very excited about this new technology."

As new technology reveals the future of money, the electronic check guarantee program is proving to be a time-saver for merchants and a money-saver for customers.
Disney's Electric Light Parade Sparks Again and the Vision Continues at the 2001 Redlands Bowl Season

by Earl Statler

Disney's Electric Light Parade, Mount Rushmore and the Liberty Bell are all American icons. What Disney should have realized several years ago, is, "Don't mess with a good thing." This critic, along with dozens of others, chastised Disneyland® quite heavily, for dumping a piece of Americana — the Electric Light Parade.

I'm so happy to announce that Disney's Electric Light Parade is returning in all its magical glory, to begin a summer-long engagement at Disney's California Adventure. The cherished procession's illuminating nighttime performances, coupled with its distinctive "Banana Houndown" synthesized soundtrack, was last seen at Disneyland® in November 1999.

Bringing a variety of Disney animated features to life through three-dimensional units covered with thousands of colorful lights, the parade showcases scenes and characters from Peter Pan, Snow White in Wonderland and Snow White and the Seven Dwarfs, among others. Some of the parade's most impressive scenes are the 23-foot-tall clock tower over Cinderella's ball, complete with elegant light-controlled ballroom dancers; and the smoke-breathing, tail-wagging Elliot, the dragon from Pete's Dragon.

Other entertainment at the park includes the daytime pageant, "Eureka! A California Parade!"; the energetic "Disney's Steps in Time" stage show in the Hyperspace Theater; Road Trip, a themed rock band that cruises the park; and Vocal Flight featuring "Jondo," a talented singing group in Condor Flats.

Disney Electric Light Parade returns, showcasing engaging critics such as one another, adding more sparkle to the summer at Disney's California Adventure.

Get your hands wet! Hug a starfish; cuddle a sea cucumber; pet a bat ray; tickle a decorator crab, giggle at the whimsy of the charm of the pacific sea otters; come within inches of the smile of a giant shark; watch an octopus do its magic act and just seem to disappear before your eyes.

Come hushed with wonder, as you walk through the purple-striped jellies, a translucent way of life; so beautiful and delicate that it takes your breath away, as you watch them do their delightful undulating, ever-continuing, dream dance; that seems a performance just for you. Be observant when you wander along the 90-foot-long, hour-glass shaped Monterey Bay exhibits habitat that holds 326,000 gallons of purified seawater, where you will see a cross-section of the bay's major habitats, and will at times feel more like the observer than the observer.

The shape of the tank allows the large, constantly swimming sharks the long straight glide path they must have to survive. Authentic 30-year-old shark pilings anchor one end of the exhibit. The four environments of the bay are displayed: deep reefs, the sandy seafloor, shelf reefs and the wharf. A re-creating the wilder creatures, huge and tiny, come up close on an eye-to-eye level.

The only thing separating them from you are large acrylic windows, and it seems that a sense of spiritual communication occurs. Your senses give you the feeling of being underwater, walking along the bottom of the seabed.

Choose a favorite creature; follow it a while, and you want to make a friend.

The Monterey Bay Aquarium — An Experience in Another Dimension

by Camille Bounds, travel editor

The Monterey Bay Aquarium offers an experience in another dimension. It is for all ages; a dream come true.

With a generous gift of $50 million from her parents, David and Lucille Packard, and more than a dozen years of work by Julie and her associates, the vision became a reality, and should be accessible to all regardless of their ability to pay for admission. Her dream of bringing professional quality, classically oriented, music-based performing arts to her community has propped for more than 30 years.

The Redlands Bowl Summer Music Festival holds the distinction of being the oldest continuous Music Festival in the United States, and should be accessible to all regardless of their ability to pay for admission. Her dream of bringing professional quality, classically oriented, music-based performing arts to her community has propped for more than 30 years.

"Vanishing Wildlife" features a previously unseen view into the million-gallon outer bay display at the Monterey Bay Aquarium.

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Come hushed with wonder, as you walk through the purple-striped jellies, a translucent way of life; so beautiful and delicate that it takes your breath away, as you watch them do their delightful undulating, ever-continuing, dream dance; that seems a performance just for you. Be observant when you wander along the 90-foot-long, hour-glass shaped Monterey Bay exhibits habitat that holds 326,000 gallons of purified seawater, where you will see a cross-section of the bay's major habitats, and will at times feel more like the observer than the observer.

The shape of the tank allows the large, constantly swimming sharks the long straight glide path they must have to survive. Authentic 30-year-old shark pilings anchor one end of the exhibit. The four environments of the bay are displayed: deep reefs, the sandy seafloor, shelf reefs and the wharf. A re-creating the wilder creatures, huge and tiny, come up close on an eye-to-eye level.

The only thing separating them from you are large acrylic windows, and it seems that a sense of spiritual communication occurs. Your senses give you the feeling of being underwater, walking along the bottom of the seabed.

Choose a favorite creature; follow it a while, and you want to make a friend.

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Sommelier (sawm-uhl-yeah)

Now That I Know How to Say It...What Does It Mean?

What is a sommelier? I would like to have a bottle of Williams-Selyem Sonoma for every time I have closed that question with an unanswerable one. The number of questions where people look around and nod their heads so they will not look ignorant makes me wonder. It sounds imprisoning, doesn't it? Sort of like the term "teacher.

First of all, the word is French. A large majority of the people who do not associate anything French with two subjects (languages, religions) and (practical and 2) expensive. If you look for the origin of the term "sommelier" it gets more interesting. If you take the word base as "sawm" basically translates as "trap." I really wouldn't mind being a master napper. I tend to discount this theory on general principle. If you add an extra letter and make the word "sommelier," it means to do or be dormant. While I can live with that, I have my doubts. They believe, I history you had to make a living or you didn't eat. If you choose which you want, either 1) bedpopping or 2) legging. I think with #2 we're getting closer. However, I will try and make the archaic form of "sommelier" it means pack animal. I suppose in a broad sense when applied to wine you really have to describe a discovery. If you use the verb "sommelier," it means to add up. I certainly hope they've left behind and are not sending ants billing during my floor days, O.K., I can live with that. The word "sommelier" translates to...primate or leader or authority. Now we're getting somewhere! So I see it, we have a pack animal authority who manages and presents bills. Close enough to call.

Now that we've past the semantic roadblocks we can concentrate on what sommelier really is and what their duties are. Historically sommeliers have been wine stewards. The job sounds imposing, doesn't it? With the operations in which they work, the duties and attitude was a half century abstraction. Here is what I believe a sommelier should be today. A true sommelier should be extremely knowledgeable but not to the point of arrogance. They should be able to perform service skills impeccably so that guests will feel comfortable and confident in their knowledge. Sommeliers should be willing to share their skills with associates wishing to learn the profession but make sure some of what current ability and person demonstrates. A sommelier should possess cellar management, inventory control and serve as an association representative with the operations in which they work. A sommelier should possess these skills when tasting and be able to share their perceptions in appropriate language for the novice and the connoisseur. They should treat all members of the wine industry with respect regardless of what segment they are from, producers, importers, distributors, etc. A sommelier should be professional. At down step off our soapbox I realize that no one could possess all these attributes consistently and be a human being. The desire to maintain this as many as possible would be sufficient for our lifetime.

Now that I am done with the introduction of our new wine color chart, I would like to discuss a few things about the wine market. Most of these topics will be covered in the section of page 44. So if you are familiar with the wine market, please read on. New wine color chart created and distributed by Mr. Ed. H. S.

Wine Selection & Best Rated

by Bill Anthony

Foley Estates 1997 Chardonnay $30.00
La Cuesta Vineyard, Santa Ynez Valley, California

Folie a Deux 1996 Pinot Noir $32.00
Harveys-Biscoff, Vineyard, California, 12 Year Old Vines

1997 Cabernet Sauvignon $22.00
Napa Valley, California

1997 Merlot $25.00
Russian River Valley, California, O.F. Estate

1997 Zinfandel $26.00
Russian River, California, O.F. Estate

1999 Pinot Noir $22.00
Cold Coast Vineyards, Camarre, California

Ballatre NV Gros-Saplanino $6.00
California

Bandiera 1998 Barbera $9.00
California

Domaine Chandon 1996 Sparkling Wine $24.00
Napa County, California, Reserve Brut

1997 Pinot Noir $12.00
Russian River Valley, California

1997 Pinot Noir $18.00
Central Coast, California

1997 Syrah $12.00
Picnic Hill Vineyard, Amador County, California, Late Harvest

1998 Pinot Noir $18.00
Central Coast, California

1999 Syrah Ballentine $7.49
Missouri

Caymus Valley, Missouri

1998 Velud Blend $8.43
California

Foley Estates 1997 Merlot $25.00
Russian River Valley, California, O.F. Estate

1997 Syrah $12.00
Picnic Hill Vineyard, Amador County, California, Late Harvest

Augusta 1997 Syrah Ballentine $7.49
Missouri

Caymus Valley, Missouri

1998 Velud Blend $8.43
California

Foley Estates 1997 Syrah Ballentine $7.49
Missouri

Disney's...continued from page 44

have attended an evening of entertainment under the stars at the Ritz-Carlton Hotel. During introduc-

ion of each performance a "good will offering" basket is passed through the audience and guests are asked to make a donation to help pay for the evening's show. We're getting somewhere!

I have been going to the "bowls" since the early 1960s and have always been impressed every outing. We usually take a picnic dinner and make the evening a family event. If you have never made the Redlands Bowl a part of your summer activities, make it so that you might attend an Association family event! From the list of free concerts, musicals, sympho-

ny to the movies, there is something for everyone and I'm sure you'll find something to suit your taste.

2001 Summer Music Festival Program Schedule

Fri., June 15-Ballet Folklorico del Pacifico: An exciting dance and music troupe bringing to life the traditions of Latin America and richness that define Mexico.

Fri., July 19-Journey Orchestra: Under the baton of Art Deppe, this Acadian Big Band creates energetic music.

Fri., July 26-Chamber Trio: flute, cello and piano: "Bach to Jazz. A lovely history of texture from 17th century German folk and jazz.

Sat., August 4-State Street Ballet of Salt Lake City: With the following words I hope that the most celebrated ballet of the "Romantic Era," with orchestral, Rodney Constanza, artistic director, Frank Fetta, conductor.

Sat., August 7-Christ/Cricket Duo: music of coloratura soprano. Folk and American music in an experience of playfulness of a unique and delicious musical ensemble.

Sun., August 12-American Symphony Orchestra: Under the baton of Adrian LeRoy, this 55 member musical squad continues to maintain its rich heritage and outstanding Air Force professionalism.

Sun., August 19-Reidach.Schwartzal: Alto saxophone with a combination of international performers and an expressive soulful and passion-

ate "voice" of the saxophone with an additional instrument. A lasting musical experience of real music and a lasting memory.

Fri., August 17-"A Gershwin Party." Men, women, boys; girls; and strange combinations all needed the "Swing and Big Band" and they came.

Fri., August 24-"Meet Miracles." Miracles are happenings that take place in our life. It is the first time in a situation of the Miracles that they experience an unconditional love. Think about relationships and about a pet you love and list your unconditional love for you. It's pure, simple and uncomplicated. Patients respond to that.

In the United States, pet-assist-

ted therapy dogs have become a 1969. Arrowhead offers both pet assistance to patients where they can become a real and verbalize with a trained dog, as well as one-on-one therapy sessions consisting of a PET dog and a trained therapist. They are also hoping to expand the PET program to the medical units which would be a huge step.

"I hope to be certified as Sweetheart's handler by The Delta Society," added Haunsen-Reyez. "I have a story about a survivor," said Haunsen-Reyez. "It is the first time in a situation of the Miracles that they experience an unconditional love. Think about relationships and about a pet you love and list your unconditional love for you. It's pure, simple and uncomplicated. Patients respond to that.

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Inland Empire Restaurant Review
Waiting in Line for Dinner at Knott's

By Joe Lyons

Before there was a Universal City Walk, before Downtown Disney, there was a little row of shops in Orange County, run by Mr. And Mrs. Knott. As Walter began to experiment grafting his boysenberries, his wife, Cordelia, started serving dinner to visitors on her good china.

“Restaurants credit Joe Lyons (age 4) pose for a photo at Knott’s Berry Farm.”

Mrs. Knott’s Chicken Dinner Restaurant is located at 8039 Beach Blvd., in Buena Park, just south of the I-5 freeway. I’ve never been to Knott’s but I really need reservations unless there are more than 12 of you.

Of several dinners, I went for the traditional boysenberry pie. It could have been bigger but I was full anyway.

A lot of what I remember from the old days at Knott’s is gone, except for the glass bottle house. Still, if the good old days were’t there for a while, it looks like they are on their way back. Don’t let the big load roller coaster intimidate you.

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So... What’s for Dinner?
Publisher Bill Anthony and TV news anchor Joe Lyons regularly visit some of the most restaurants in the Inland Empire and Southern California. You need all about it in the Inland Empire Business Journal. But you may not please us.
Send a card or wire. We may select you to join us on an VONYER’s restaurant review.
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RB Empire... continued from page 34
production artists who can be real lifesavers for overflow or out-sourced artwork, and can guarantee that electronic or pre-press files will be refined and perfected so there are no hitches when it comes to print.

On the value-added front, Riverside Blueprint is the only reprographic service in the area to have purchased and installed Buzzsw.com(TM) software to partner with architectural, engineering and contractor clients to allow them to access, view, manage, and distribute construction plans and specs via their Web browsers. Client, Bud Coberly of Taylor Ball General Contractors, who has been testing the new system collaboratively with Blueprint says: “The concept is great...we’re testing it right now...and we appreciate Blueprint’s introducing it to us.” The sister printing companies are part of the RB properties, owned by the JF Davidson family of Riverside. Clients who know the family and the companies often become an extension of the “RB Family,” as devoted customers who enjoy the personalized service, talented technicians, and unique emphasis on budgets and “sometimes miraculous” turnaround time. The leaders of the sister companies share a unified vision of future growth and investment to best serve the needs of their clients.

“We feel our real strength, besides quality, is creative problem solving,” says Guy Guissane, general manager of RB Graphics. “We are, quite aggressively, focusing on providing systems to help simplify our clients’ operations, and sharing the risk with them by investing in the latest technology,” says Jesse De La Cruz, general manager of Riverside Blueprint.

You can reach Guy Guissane at (909) 686-7170 or Jesse De La Cruz at (909) 686-0550.

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July 2001

10

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28

Palm Springs Chamber of Commerce will be hosting the summer Business Expo from 2 p.m. to 7 p.m. on the Riviera Resort and Racquet Club in Palm Springs. The event is 1600 N. Indian Canyon Road. It is open to the public and there is free admission. For more information, contact Bill Casey at (760) 325-1577 ext. 111.

Springboard, a non-profit consumer credit management organization, is hosting a seminar entitled "Road Map to Financial Freedom" on Tuesday, July 17 from 6 p.m. to 8 p.m. at the Redlands Community Center located at 111 W. Lugonia. The seminar is free. Arrive early, seats are limited. For more information, contact Springboard at (909) 781-0114, ext. 749.

A seminar, hosted by Springboard, will be held from 9:30 a.m. to 10:30 a.m. at 6370 Magnolia Avenue, Second Floor. This seminar, "Power of Paycheck Planning," will discuss how to use beyond personal debt by learning how to budget your paycheck before you spend it. The seminar is limited, arrive early. For more information, contact Springboard at (909) 781-0114, ext. 749.

Executive chef, Frances Reyes and his culinary team, Agnes Lim and Fred S., will be preparing a delectable dining experience. Following a four-course meal, the evening will include live entertainment, a silent auction, and a dance. An exciting raffle will be held, with all proceeds benefiting annual College of the Canyons Student Scholarship Fund.
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