OTTC Open House Coming May 23

Official ribbon-cutting for new building and introduction of new OTTC director

On Wed., May 23, 2007 the Office of Technology Transfer and Commercialization (OTTC) at California State University, San Bernardino (CSUSB) will host an Open House, including the official ribbon cutting for its new building and the introduction of the program's new director, Dr. Timothy Gerrity. The event will run from 3 to 7 PM.

OTTC now occupies a new building on the northwest side of the Cal State San Bernardino campus, next to the CSUSB Foundation. Funds for the building were provided by a grant from the federal Small Business Administration (SBA), sponsored by Congressman Jerry Lewis of Redlands with input from CSUSB's Office of Federal Relations.

Cal State San Bernardino Provost Dr. Lou Fernandez will share ribbon-cutting duties with Mike Gallo, President and CEO of Kelly Space & Technology, Inc. and Chairman of the Board of the San Bernardino Area Chamber of Commerce. Fernandez will also introduce continued on page 5

International Trade Trends and Impacts:
The Southern California Region

Taipei, Taiwan

Tokyo, Japan

The "industry" of international trade in Southern California will experience many conflicting forces during 2007. Record levels of cargo will be handled at the ports of Los Angeles and Long Beach despite slower U.S. economic growth. However, port security will still be a challenge, as government entities struggle to get the TWIC (Transportation Workers' Identification Credential) up and running. Environmental problems caused by international trade will continue to be the subject of vigorous debate, although continued on page 16

New Program at Riverside Community College

For several decades, residential homebuilders in the Inland Empire have been looking for a way to train their current employees as well as educate those coming into the workforce. It wasn't until recently, at a Construction Industry Forum, hosted by Riverside Community College District's Foundation and attended by members of the Riverside County Building Industry Association that the importance of developing a program to professionalize the residential building industry became clear. Dale Griffin, president and CEO of Griffin Communities, headquartered in Corona, reacted to the forum by donating $100,000 to the RCCD Foundation as seed money to continued on page 8
The health care system isn't healthy. There's no denying it. A system that was designed to make you feel better often just makes things worse. Costs are out of control, access is inconsistent, quality is too variable and the entire process has become unseemly.

Every day, more Americans are added to the rolls of the uninsured. This is an epidemic and it's time we found a cure.

At UnitedHealthcare, we are committed to improving the health care system. We aim to take what's wrong and make it right.

- Simplifying everything and eliminating red tape.
- Ensuring access to the right care anywhere in the U.S.
- Empowering you to make better decisions about your health 24/7.
- Providing information to doctors to better support people.
- Rewarding first-rate physicians for first-rate medicine.

All while making your health care more affordable.

Will all this be simple? No. Simple doesn't mean simple-minded. Sometimes simple means good. Sometimes it means revolutionary. And no one is better prepared to lead this revolution with you than the strongest, most committed health care company in the nation: UnitedHealthcare. Together.

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**Survey Finds Mixed Reviews on Checking E-mail During Meetings**

Is it OK to check e-mail during meetings? A new survey shows the verdict is still out. Although many executives are doing it. Eighty-six percent of senior executives polled said it is common for professionals they work with to read and respond to e-mail messages during meetings. However, close to one-third (31 percent) disapprove of the practice. Thirty-seven percent of respondents feel it's OK to respond to e-mail as long as the message is urgent. Twenty-three percent of those polled said professionals should excuse themselves from the meeting before responding to e-mail.

The survey was developed by Robert Half Management Resources, a provider of senior-level accounting and finance professionals on a project and interim basis. The national poll includes responses from 150 senior executives—including those from human resources, finance and marketing departments—with the nation's 1,000 largest companies.

Senior executives were asked, "In your experience, how common is it for professionals you work with to read and respond to e-mail messages on their mobile devices (i.e., BlackBerry, Treo) during business meetings?" Their response:

- Very common 53%
- Somewhat common 33%
- Somewhat uncommon 9%
- Very uncommon 5%

Respondents were then asked, "Which of the following most closely describes your reaction when professionals read and respond to e-mail during business meetings?" Their responses:

- It's OK to read and respond to messages during the meeting but only if the message is urgent. 37%
- It's never OK. E-mail messages should be turned off or not brought to the meeting at all. 31%
- It's OK to check messages as long as attendees excuse themselves and step outside the meeting to respond. 23%

- It's perfectly acceptable to read and respond to messages during the meeting, especially at a time when what is being said doesn't pertain to them. 9%

- The least disruptive option is to avoid using handheld e-mail devices during meetings, but that may not always be possible for executives who must be accessible," said Paul McDonald, executive director of Robert Half Management Resources.

"Professionals who may have to check e-mail during gatherings should alert their hosts and be as unobtrusive as possible," said Robert Half Management Resources offers these additional tips for using mobile devices during meetings:

- Be discreet. If you need to bring your mobile device to a meeting, set it on vibrate to avoid disturbing other attendees or the meeting leader.

- Consider your audience. Your coworkers may be more forgiving of your need to respond to e-mail than a client, for example, so adjust your e-mail activity accordingly.

- Respond only if it's truly urgent. It's tempting to check every message that comes in, but avoid doing so unless there's a compelling reason.

- Step out of the room. If you receive an urgent message during a meeting, step quietly out of the room to reply.

- Know when to let go. Spending a considerable amount of time checking e-mail will make those you are with feel unimportant. It's better to bow out of a meeting altogether than to be distracted during most of it.

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**Presents**

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HILTON ONTARIO AIRPORT
700 NORTH HAVEN AVE., ONTARIO, CA 91764
Sunday, May 6, 2007 • 4:00 PM to 7:00 PM
DONATION: $60.00
Please make checks payable to: The Unforgettables Foundation

( Assuring families with the burial costs on the saddest day of their life...the loss of a child)

NO ONE UNDER 21 WILL BE ADMITTED — Business Attire

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NO ONE UNDER 21 WILL BE ADMITTED — Business Attire

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This May in the Inland Empire Business Journal

News and Features

International Trade Trends & Impacts: The Southern California Region: International Trade in Southern California will experience and see many conflicting forces during 2007. However, port security will still be a challenge.

Is Politeness Threatening Your Profits? Polite cultures do everything but tell the truth, unless it’s very comfortable to do so. But being polite is a good thing, isn’t it? After studying its effect in hundreds of companies, one thing becomes clear: Politeness eats truth. Lack of truth eats profits...everything but profits?

Meeting Choice: This May in the Inland Empire...
CLOSE UP

Anthony Maglica: The Light of Ontario

By Joe Lyons

Tony Maglica is a truly self-made man. And in the process, he has helped to enhance his community. His company, a MagLight, has built reliable lights that have had a significant influence on the way we look at things.

There is hardly a fireman or police officer in the country that does not carry a MagLight. They are well made in light and light is a very important tool in the hands of law enforcement. In a way, this is what is called "a handi caped compliment."

Maglica did not set out to build the biggest, baddest flash light on the market. He just wanted to produce a solid reliable product that reflected the solid reliable life he had found in his adopted country.

Although many people think of him as a legend in Los Angeles, he was actually born in New York City during the Great Depression. He was the son of a poor Italian immigrant family. His story is one of hard work and determination.

He started small. He worked in a garage, and he knew that his days of working for someone were behind him. He was, at last, in control of his own life. He earned a reputation for quality, efficiency and integrity. His Mag Instrument was the best in the business.

By 1974, that reputation was solidified by the establishment of some of the most important medical applications, including the introduction of the first AAA-cell flashlight. The reliability of key cells and power sources was introduced in 1988.

Maglica developed a reputation for quality and reliability. As the company grew, he set his sights on designing and manufacturing a new and improved flashlight. Initially targeted for the public safety sector, the MagLight flashlight was introduced in 1979. Police officers and firefighters and mechanics quickly spread the word about this rugged, reliable anodized aluminum flashlight, which would change the portable lighting industry forever.

Committed to producing a quality product, MagLight, followed up the success of the MagLite with the MagLite Rechargeable System, one of the most powerful rechargeable flashlights on the market.

The company is now the world leader in illuminated products and a leader in the field of technology and innovation. MagLight's products are used in a variety of industries, including aerospace, defense, law enforcement, and medical.

MagLight has received numerous awards and recognition for its innovation and commitment to quality. In 2007, the company was awarded the prestigious 2007 Business Journal Award for Excellence in Customer Service.

In 2007, the Riverside County Office of Education Innovation Committee recognized MagLight's contributions to the community. The company's dedication to excellence and innovation has made a significant difference in the community as we continually prepare the next generation of Californians.

UCR Mathematics

Education Innovator Receives Honor From Riverside County

The Riverside County Office of Education Innovation Committee named MagLight's Pamela Cline into their Hall of Fame this month. MagLight has made a substantial and im­

Continued on page 15
R.C.C. Grant... continued from page 1
add a residential construction component to the existing Construction Management pro-
gram at RCCD’s Norco Campus.
Amy Cardullo, director of the
foundation said, “It became clear
that the area was in need of
specific courses to meet the
requirements of the residential
construction workforce. Griffin
Communities’ donation will
enable the college to offer the
much-needed educational
courses. Mr. Griffin is obvi-
ously very passionate about the
need for a place where his
current and future employees
can be educated; we’re grate-
ful for his generous invest-
ment.”

It’s imperative that our
industry focus on educating
our local community because
that’s where our workers will be
coming from over the next
decade,” Griffin noted. “With
the ever-changing construction
laws, procedures, and technol-
yogy, we need an effective way
of reaching and educating our
current and future employees.
Adding a residential construc-
tion component to the current
construction management pro-
gram will benefit both the
local community as well as
homebuilding companies that
serve the area. We foresee a
place for day-long or weekend
seminars in addition to a
focused curriculum of classes
resulting in an A.S. degree.
I’m certain that other area
homebuilders will also con-
tribute to this program because
my colleagues and I have
always said just how vital the
need for a professional work-
force is. Griffin also pointed
out, “The only other school
offering a residential building
program is UCI, and it will be
wonderful to have our own
program in Riverside County.”

Recently, the Riverside
BIA’s board of directors unan-
imously voted to become edu-
cational partners with RCCD.
Griffin, a founding member of
the Riverside BIA and past
board member, foresees this
partnership as one that will meet
the needs of the local association’s
members as well as benefiting
non-members. Borre Winckel,
exective director of the
Riverside BIA, said, “An educat-
ed workforce is the foundation
of a strong community and healthy
 economy. Our organization
is dedicated to creating quality
planned communities and to do
that we must have a highly-
trained workforce. Mr. Griffin’s
leadership demonstrates our
industry’s commitment to career
technical education and its role
in enhancing the community and
boosting the local economy.”

Dale’s desire to help educate
those who want a career in the
homebuilding industry stems
from his 37 years as an Inland
Empire homebuilder and from
being raised in a family that has
been homebuilding since 1903.

“We’ve always been Southern
California homebuilders,” Griffin
said, “at least that’s what I
thought until I was told that my
immigrant ancestor, Edward
Griffin, began buying and subdi-
viding property on Long Island
in 1635. When people say this
business is in my blood, it’s an
understatement. All four of my
children work at my company; I
think it’s in our DNA.”

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THE GAINERS

The Gainer

Company

Current

Close

Beg. of

Month

Point

Change

% Change

4/20/2007

Close

Price

% Chg.

Month

52 Week

High

52 Week

Low

Current P/E

Change

Exchange

American States Water Co

AWR

35.91

36.87

-2.6

43.79

33.18

26.8

NYSE

Chanell Commercial Corp

CHH

4.01

7.98

0.8

4.35

3.38

2.38

NM

NASDAQ

CVB Financial Corp

CVBF

12.77

11.90

3.16

15.68

11.36

15.1

NASDAQ

Fleetwood Enterprises Inc

FLE

8.42

7.91

0.4

10.60

6.33

NM

NYSE

H B Construction Inc

HBS

8.96

17.68

7.96

18.00

17.80

2.00

NASDAQ

HOT Topic Inc

HOTT

12.11

11.10

9.16

15.64

9.43

12.5

NASDAQ

Keystone Automotive Ind Inc

KEYS

34.64

33.70

2.8

44.13

29.80

21.5

NASDAQ

Modtech Holdings Inc

MDOT

3.38

3.14

5.1

10.95

2.95

NM

NASDAQ

National RV Holdings Inc (L)

NVH

2.10

2.21

0.5

3.64

1.74

NM

NASDAQ

Pacific Premier Bancorp Inc (L)

PPB1

10.56

10.80

2.2

12.70

10.26

14.9

NASDAQ

PFI Bancorp (L)

PFI

30.76

30.33

1.4

39.49

28.41

13.6

NASDAQ

Provident Financial Holdings Inc (L)

PROV

26.74

27.51

2.8

32.80

26.32

14.5

NASDAQ

Watson Pharmaceuticals Inc

WPI

27.65

26.43

4.8

30.18

21.35

26.5

NASDAQ


Notes: (H) - Stock hit fifty two week high during the month. (L) - Stock hit fifty two week low during the month. NM - Not Meaningful

THE LOSERS

The Loser

Company

Current

Close

Beg. of

Month

Point

Change

% Change

4/20/2007

Close

Price

% Chg.

Month

52 Week

High

52 Week

Low

Current P/E

Change

Exchange

National RV Holdings Inc

2.10

2.21

-0.11

-5.0%

President Financial Hldg

26.74

27.51

-0.77

-2.8%

American States Water Co

35.91

36.87

-0.96

-2.6%

Pacific Premier Bancorp Inc (L)

10.56

10.80

-0.24

-2.2%

Chanell Commercial Corp

4.01

3.98

0.03

0.8%


Notes: (H) - Stock hit fifty two week high during the month. (L) - Stock hit fifty two week low during the month. NM - Not Meaningful

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Managing
Risky Business:
Juggling the Pros and Cons of Taking Risks
By Jon Wee and Owen Morse
The Passing Zone
To succeed in business today, you have to take risks. You need to step out of the norm and try something new or unfamiliar to stand out and make your customers take notice. At the same time, however, you don’t want to do something that is "risky" or unsafe. In other words, you need to balance the benefits of taking the risk (the possibility of success) with the negative aspects of any risk (the potential for failure).

Think of risk as an equation. Every time a juggler throws something in the air, he or she might not catch it. But in order to wow their audiences, jugglers must add new and exciting items to their repertoire. So while not juggling chainsaws and flaming torches would certainly be safer, jugglers have to take the risk and juggle such items in order to be different and rise to the top of their profession. The same applies to you.

- Even though your risk may not involve juggling razor sharp daggers, in your business or industry your risk may be just as dangerous. To minimize the negatives inherent in any risk, consider the following:

1. Prepare for the risk (or practice your routine).
   - If you’re going to try something new, do your homework and make sure your skills are up to par. For example, if you’re launching a new sales campaign that depends on skilled salespeople making face-to-face visits, but you don’t have anyone on your team who is great at in-person sales, then you’re setting yourself up for failure. That’s why you need a basic safety analysis of your company’s or your own attributes prior to launching the new initiative. Research the situation, the client, the market, and everything else that might help you prepare.
   - Preparation could also involve reading books, taking classes, or role-playing to hone your skills. Do whatever it takes to become a better expert in the risk’s topic. That way, when you throw that ball in the air, you’re prepared to catch it.
   - Also, have a contingency plan. Detail what negatives could result from the risk. If any of those shouldn’t happen, what would you do? If you’ve ever watched a good juggling routine, you’ll notice that the jugglers drop something, always have a funny line to say that makes the audience laugh and takes the attention away from the dropped item. Those funny lines usually aren’t improvised. They’re planned in advance so the juggler gets the most reward from the situation.

2. Take action (or be willing to let go).
   - While preparation is certainly important, be careful not to get stuck in "prep mode." Really if you prepare too long or wait until everything seems perfect, then chances are that you’re never going to take action. Or, if you are that safely prepared, maybe you’re not stretching your abilities enough and if you’re prepared is not as exciting or dynamic as it could be.
   - When jugglers perform a new routine in front of an audience for the first time, they never feel as if they’ve prepared enough. So even when you’re dealing with basic safety precautions, they’re never going to be totally comfortable performing something on stage until after they actually do it a few times.
   - Fortunately, you learn a lot from "performing early." You discover what goes wrong, what works, and how it all looks. That way, you won’t have to try to make the situation better, you’ll want to focus on your routine instead of on your current situation.
   - For example, if you’re launching a new product, don’t ignore your current business. Keep the successful products in the line mix while you launch the new product on the coattails of the successful ones. If the new product flops and your risk doesn’t pan out, you still have the fans of your successful products in your customers’ minds.

3. Constantly analyze your progress (or keep your eye on the ball).
   - Both during and after your new venture, you need to analyze the situation. What worked? What didn’t work? What were your expectations? What surprised you? Knowing what you know now, what could you have done differently? What feedback are outsiders giving you? Often people outside the risk see it very differently than you expect.
   - If you feel yourself getting stuck in "prep mode," stop, assess the situation, and tell yourself that it’s virtually impossible to get it all totally right with the new endeavor until you actually take the plunge. You usually have to take the plunge while you still have some heart in your stomach. Be willing to say, "Okay, I’ve done my due diligence and have honed my skills. There’s nothing more I can do right now to prepare. I just need to jump in and make it happen.
   - When jugglers are nervous, they’re not bothered, they aren’t有什么 about, they often "sandwich" the new material in between two other routines that they know are strong. You can do something similar. When you’re planning a new section of your routine, piggyback the new routine so that if something doesn’t go well with the new initiative, you can always shift the focus back to what you know works. For example, if you’re launching a new product, don’t forget your current business.

- As the Microsoft’s Windows Vista operating system continues to make its mark in the marketplace, the globe is anticipating the increased hardware requirements that the system will need. Graphic’s cards, increased CPU size, and larger RAM requirements are just a few of the many areas that are causing users alarm about Vista. This is especially noteworthy for businesses, who will likely be forced to make the upgrade in order to remain competitive whether they want to or not. The issue, says Carl Diaz of Fast-Teks, on-site Computer Service, is less focused on the Vista system itself than it is on intersecting issues.

- "Hardware installation -- especially on a large scale in the case of businesses -- can become a huge headache if it’s not done properly," says Diaz. "It’s advisable for hardware to be installed by professionals." Fast-Teks (http://fastteks.com) is a nationwide, on-site computer service company which specializes in both residential and business hardware installation and maintenance. Diaz has been working with Fast-Teks to put together several recommendations for consumers interested in running the Vista Windows system, many of which are aimed at upgrading existing systems on PCs.

1) Download and run Windows Upgrade Advisor.
   - The Upgrade Advisor examines a computer and provides a summary of the Windows Vista versions that can be run on that computer. The report is also consistent on how to handle your installation professional.
2) Check your CPU.
   - Anything below 800 MHz is too slow for Vista to run properly. Your local Fast-teks technician can advise you on upgrades if you fall below minimum requirements.
3) Examine your computer’s memory.
   - 512 MB of RAM is minimum. Most users will want at least 1 GB of system RAM to adequately run Vista. Fast-teks can assist in choosing a memory upgrade, and can have it installed on your computer within minutes.
4) Verify hard drive capacity.
   - On your computer, Windows Vista requires a hard drive of at least 40 GB in size, including 15 GB of free space.
5) Check your graphic’s adapter.
   - "Many people are unfamiliar with graphic’s adapters," says Diaz, "which is unfortunate because a big requirement of Vista is the graphic’s portion of the OS.

- Back up your data.
   - According to experts, this is one of the most important (and often overlooked) steps when upgrading a system. "This is where we shine," states Diaz. "We provide complete data protection solutions for both businesses and individuals at a relatively small cost."

- Fast-teks also offers training services for individuals or large groups, meaning that you can not only have Windows Vista installed, but also (or your office) can receive training on how to use the new operating system. For more information about this other computer problems fixes go to www.fastteks.com.

- Now I don’t know about you, but this all of this sounds to me like you are going to need a new computer. A brand new and much more powerful computer. Of course, if you still have a big beige computer with an old CRT type screen, you probably need to upgrade your system equipment. Still, I am of the opinion that the people at Fast-teks are anticipating a lot of business out of this latest operating system advance.

- In any event, if you feel the need to load Vista, take my advice and back up your entire hard drive first. Buy an external drive if you don’t want to lose your data, do everything before you begin.

- Thank you later.
COMMENTARY

Sticks and Stones...

By Joe Lyons

Just last month Don Imus got himself into trouble. The MSNBC commentator used a slang term for people that is devoid of racial correctness, Al Sharpton, Imus has since been fired.

His comment brought back memories of Al Gore's name calling and Jimmy the Greek, neither of whom said anything derogatory. They were faulted for their "inappropriate" opinions.

By now, all seven words that George Carlin once said could never be used on television have been. Between Showtime movies, "The Sopranos," "The Shield," and, on regular broadcast TV, "NYPD Blue," words come into our living room that our parents never heard before.

Many performers fought for this right. They declared artistic freedom as well as first amendment rights. But that racial slur is still not on the list. Neither is a list of words which should also be considered.

In fact, the same comedy clubs that fought to say "blue" humor over the last few decades, are now declaring "blue" words off limits. Because of racial politics, words should be banned from performances. Which means that I can insult your mother, but not your race. It means many of those old episodes of "All In The Family" could not air today, because the form of racist terminology should be banned from performances. Which means that I can insult your mother, but not your race. It means many of those old episodes of "All In The Family" could not air today, because the form of racist terminology should be banned from performances. Which means that I can insult your mother, but not your race. They would stop millions of taxpayer dollars on the endless cycle of arresting and releasing low-level workers, only having labels that are not related to the crimes they committed.

Illegal immigration problem? What illegal immigration problem? The solution is simple: Arrest the employers, including the CEOs. Think about it. If you want to get rid of the drug problem, you don’t focus on arresting 10 million casual pot smokers. You go to the source, the drug cartels. Correspondingly, if our government really wanted to solve the illegal immigration problem, they’d stop wasting billions of taxpayer dollars on the endless cycle of arresting and releasing low-level workers, only having labels that are not related to the crimes they committed.

The Democrat controlled Congress is moving full speed ahead to grant 14 million illegal immigrants with U.S. citizenship through the process of amnesty. Kennedy and McCain are working hard to award legal status to illegal aliens by war­r­ying the verification of residency.

One of the motives behind bestowing illegals with U.S. citizenship is to secure more Hispanic votes. Which ties in to the political agenda of corrupt politicians.

SHOULD IT BE ILLEGAL FOR BANKS TO ISSUE CREDIT CARDS TO ILLEGAL MIGRANTS?

SOLUTION TO THE ILLEGAL IMMIGRANT PROBLEM: Enforce Existing Laws and Arrest CEOs Who Hire Illegal Workers

By John Cox

The last thing we need is more government regulation. These banks should not issue these credit cards because it is bad for their reputations and financial situation, not due to more government regulation.

Congresswoman Marsha Blackburn (R-TN) just introduced proposed legislation to prohibit illegal immigrants from obtaining credit cards.

Opposing the bill is 2008 GOP Presidential Candidate John Cox who said, "The last thing we need is more government regulation. These banks should not issue these credit cards because it is bad for their reputations and financial situation, not due to more government regulation."

Most tequila comes from Jalisco, a state in Mexico. It is there that the agave plants bloom in just the right combination of sun, soil and precipitation. The agave requires very little water. You should know, if your thinking right now that agave is a cas­tus, that the couple of hundred types of agave are actually distant relatives of the lily.

Back about four or five years ago, two officers of the LA PD were considering what to do after retirement. Some of their friends recommended them to import tequila into the U.S. market.

Dedicated to the idea, and with a good working knowledge of ABC and ATE laws, Alex Gomez and Steven Sena spent two years down in Mexico testing tequilas and deciding what was the best product to bring north. (Now THAT’S dedication.)

What they discovered was that there are other hurts. The citizens of Mexico have enjoyed the world’s finest tequila all along. Their specifications require that all dis­tilled spirits are 40 percent alcohol by content and 80 percent proof. Traditional Tequila produc­ers have refused to add unnatural preservatives, and have thus been prevented from entering the American market. These producers have refused to add unnatural preservatives, and have thus been prevented from entering the American market.

The Democrat controlled Congress is moving full speed ahead to grant 14 million illegal immigrants with U.S. citizenship through the process of amnesty. Kennedy and McCain are working hard to award legal status to illegal aliens by war­r­rying the verification of residency.

One of the motives behind bestowing illegals with U.S. citizenship is to secure more Hispanic votes. Which ties in to the political agenda of corrupt politicians.

Para Mi: Ontario’s Own Tequila

By Joe Lyons

Most tequila comes from Jalisco, a state in Mexico. It is there that the agave plants bloom in just the right combination of sun, soil and precipitation. The agave requires very little water. You should know, if your thinking right now that agave is a castus, that the couple of hundred types of agave are actually distant relatives of the lily.

Back about four or five years ago, two officers of the LA PD were considering what to do after retirement. Some of their friends recommended them to import tequila into the U.S. market. (Now THAT’S dedication.)

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continued on page 14...
Commentary: SOLUTION TO THE ILLEGAL IMMIGRANT PROBLEM... continued from page 12

Another corup reasoning for awarding amnesty to illegals is that BUSINESS IS BREAKING THE LAW while skipping all the way to the bank.

It is shocking to see our own government corrupted by crooked politicians who advocate the breaking of laws in order to gain votes and win elections, while looking the other way as crooked businessmen become millionaires by depriving millions of American workers of their fair wages.

Moreover, the Social Security Administration collects millions of billions of dollars per year of which there is no correlation to a social security number, nor is there a chance that there will ever be a match. What does our government do with these billions of dollars? There’s no accountability to U.S. citizens for this massive excess of non-matched funds and our government has no incentive to provide an accounting of such funds to the American people because they get to keep the money.

The logical and simple solution is to PROSECUTE BUSINESS OWNERS WHO HIRE ILLEGAL ALIENS. Illegal aliens cross our borders for many reasons, such as drug trafficking, terrorism, and to find work. A large portion of illegals who come to find work take their paychecks back across the border, while American blue collar worker’s salaries are driven down to the point that they cannot afford to live in America at the same standard enjoyed by legal Americans who live in the United States. The real criminals are the men and women who own businesses that commit the CRIME of hiring illegal aliens.

If all business were held to the law, and if all perpetrators of this crime were arrested, brought up on charges and made to pay back both the payroll taxes and the money they gained for paying illegals less than minimum wage, there would be no more reason for illegals to cross the border except in the case of a portion or trafficking. LEGAL immigration is good for America. It makes us more secure and good for the economy, and it enriches our culture. We need more immigrants who are law-abiding and contribute in a positive way to our nation’s growth and prosperity. But we need to ensure that those immigrants are here legally, not setting up in line, just like countless immigrants have throughout our history. And we need to learn English, the language that binds us together as a nation, regardless of national origin.

ILLEGAL immigration is bad for America because it is.

Unfair to small businesses who must compete with businesses that break the law with undocumented, cheap labor. Businesses that want to comply with the law are literally forced to cheat to stay in business, perpetuating a cycle of unfairness and illegality.

Unfair to workers who see their wages undercut by unfair competition from other countries. These workers from elsewhere have much lower costs of living in their homelands, and they send the money home where their families live well while American families with much higher costs struggle.

Unfair to local government which is strained by millions of people who aren’t contributing and straining Medicaid and local education budgets.

In order to abiding Americans and law enforcement agencies because literally thousandsones of crimes and accidents can be traced to undocumented people who we literally have no knowledge of except when they commit crimes or engage in unsafe or threatening behavior. We have no way to trace where they go and little way to actually prosecute them. Much crime unreported because undocumented workers are hesitant to report crime, afraid that authorities will focus on them as well.

Unfair to the people who have applied to come to America legal.

They are watching people cut lines ahead of them and are discouraging them from thinking that America is a place where the rule of law is respected.

Unfair to the people who remain behind in those countries undocumented aliens have left. Those poor, ignorant, who have failed to create an environment which creates jobs and encourages immigration, are protested and propped up by billions of dollars being illegally drained from America.

About John Cox:

John Cox is the author of "Poison, Peril, Insecurity," and "Campaigns on Prosperity and Renewal." A Chicago resident investment advisor, John attended the University of Illinois at Chicago, graduating with a degree in accounting and political science. He also has a law degree from the University of Kent College of Law, graduating with high honors in 1980. Additional information is available at: www.cox2008.com

Commentary: Sticks & Stones...

continued from page 14

my. "The phrase is 'The engine that runs the economy.'" Baca apparently thought that he was avoiding a slash in our Native American population.

I, for one, think this political correctness has gotten out of hand. If words must be binned, then who decides which words are wrong? Why are curse words considered OK by today’s standard and racial epithets are now to be so spoken.

Come to think of it, why are we afraid to say God, or even Christmas?

Pastor Jack Hibs of Calvary Chapel, Chino Hills, once told me that he finds it strange that the word "Jesus" has become a curse word, even continued on page 15

Commentary: Attending UCR’s Mathematics Academy is Big Plus for Teachers

The University of California, Riverside is a doctoral research university, a living laboratory for groundbreaking exploration of issues critical to Inland Southern California, the state and community around the world. Reflecting California’s diverse culture, UCR’s enrollment of 25,000 students is projected to grow to 21,000 students by 2010. The campus is proposing a medical school and already has reached the heart of the Coachella Valley by way of the UCR Palm Desert Graduate Center. With an annual state budget of nearly $1 billion, UCR is actively shaping the region’s future.

May 2007 BUSINESS JOURNAL • PAGE 14
May 2007  

Is Politeness Threatening Your Profits?  

By Don Schmincke and Darryl McCormick

anyone brave enough to mention this or to hear about them-  
selves? Sure, getting into opera- 
tions has to be done quickly, but should be able to inspire oth- 
ers to follow them towards where the department wants to go.  
Does your company know how to select those leaders, and do they invest the time and money to train them with the appropriate  
leadership skills? Companies who ignore phantom leadership  
get nowhere fast.

Doomed Projects:  

Doomed projects are those that over half of employees surveyed felt they were involved with a doomed project. Sounds like a 

Dubert coin, but unfortunately it’s true. Of course, there are some projects which may appear doomed, but a bigger pic- 
ture they make. The prob- 
lem is, with a culture of polit- 
eness you’ll never find out! 

If you're not sure why you can’t 

get things moving, ask your 

employees - they’ll probably 

tell you. So why are things 

moving so slowly? There are 
a number of reasons.

1. The culture of politeness 

2. The lack of competitive 

pressure

3. Lack of follow-through

4. Lack of clear goals

5. Lack of accountability

6. Lack of communication

7. Lack of leadership

8. Lack of resources

9. Lack of training

10. Lack of motivation

11. Lack of support

12. Lack of vision

13. Lack of innovation

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Get Started  

Performance trumps polite- 
ness every time. This doesn’t 

mean that people have to be 

rude. But it does mean that 

respectful, authentic admission 

of the truth should not be sacri- 

ficed because of a culture of 

politeness. Winning companies 

have a habit of getting things 

doing differently, even if 

the changes are discomforting. 

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unpalatable. strive to 

encourage authentic and honest 

communication in your staff. 

Unless, of course, it might be 

too impolite.

For more information, please 

call: 1-866-LEAD-866 or visit: 


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INLAND EMPIRE BUSINESS JOURNAL  
SEE PAGE 3 FOR DETAILS.
California Stuck Near Bottom in Ranking of Legal Climate

U.S. Chamber: Legislature Must Pass ‘Meaningful Reforms’

The U.S. Chamber Institute for Legal Reform (ILR) found that California moved down one spot to number 45 in Lawsuit Climate 2007. Rating the States, the 14th annual assessment of state liability systems conducted by Harris Interactive, a leading nonprofit polling firm. In addition, Los Angeles was again named the least fair and reasonable litigation environment in the country.

“California’s low ranking is not surprising, given the fact that California courts are willing to certify class action lawsuits most other jurisdictions would toss out, and that California juries are increasingly likely to award disproportionately large judgments in civil cases,” said Tom Donohue, president and CEO of the U.S. Chamber of Commerce. California is becoming a target for “litigation tourism,” according to the Chamber, as plaintiffs file hundreds of lawsuits on behalf of non-residents, after similar lawsuits were shut down by changing laws in Mississippi and Texas. California has, however, made progress in improving its business and jobs climate, Donohue noted. In particular, Governor Schwarzenegger has shown leadership in reforming the state’s workers compensation system, and the efforts of CalChamber and the Civil Justice Association of California in passing Proposition 64, which restricted the ability of the plaintiffs’ bar to file “clientless lawsuits.”

Without a fair and reasonable legal system, progress can easily be thrown off track,” said Donohue. “An unfair legal system sucks the life out of a state’s economy. It affects business expansion, it affects jobs and it takes money out of consumers’ pockets. The legislature must pass meaningful legal reform before California’s lawsuit climate will show significant improvement.”

A recent actuarial study estimated the annual cost of the tort system in America to be $261 billion, or $880 per citizen. Following those estimates, the price tag of the lawsuit system for the entire population of California is almost $32 billion.

The ILR/Harris Interactive survey of 1,599 senior attorneys, now in its sixth year, is the premier standard by which companies, policymakers and the media measure the legal environment of states. ILR is launching a national advertising campaign highlighting the results of the study and the need for comprehensive legal reform, including newspaper ads and billboards in Los Angeles, Sacramento, San Diego and San Francisco.

ILR’s mission is to make America’s legal system simpler, fairer, and faster for everyone. It seeks to promote civil justice reform through legislative, political, judicial, and educational activities at the national, state, and local levels. The U.S. Chamber of Commerce is the world’s largest business federation, representing approximately 3 million businesses and organizations of every size, sector, and region.

The Harris Interactive/ILR ranking survey is available online at www.instituteforlegalreform.com

U.S. Chamber Institute for Legal Reform Lawsuit Climate 2007: Rating the States

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Note: The rankings and states are based on a 0 to 100 scale, with 0 being the worst and 100 the best.

Your boss wants three projects done immediately, your peers are focused on hitting their department’s planned goals, your employees want raises and promotions, and your customers are demanding faster, better, and cheaper. So what are you as a mid-level manager supposed to do?

Lead

Leadership means influencing how other people think in ways that generate better, sustainable results both for your organization and the people in it. Notice: leadership equals ability to influence, not your title.

Four Keys to Influencing Others

1. Create a Leadership Framework

You only need three things to lead. You need to know your organization’s three most important desired outcomes, the three most important outcomes the person you’re trying to influence wants to improve, and ways to influence how the person thinks. Take out a sheet of paper and answer these questions:

• What are my organization’s three HPOs (highest priority desired outcomes)?
• What are the three HPOs for the person I’m trying to influence?
• How can I influence that person to think in ways that will generate better results both for the organization and for what he, she, or they want to achieve?

Now you’re ready to lead. It doesn’t matter what your title is or what role you have in the organization. It also doesn’t matter what title or role the other person has. Just lead.

2. Home the Tools of Influence

There are at least five ways to influence other people: Demonstrate, ask, share, clarify, and challenge. Here’s a brief description of each.

Demonstrate: In everyday situations, demonstrate the behavior you want to see in others. I’ll never forget the manager who screamed, “We have to be more hospitable with our guests.”

Ask: Ask your boss, “What is the most important business outcome you want to improve over the next six months, and what three things do you think we could do that would have the greatest positive impact on improving that outcome?”

Share: If the other person is into sports, share a sports analogy. If the person is into music, share a music analogy. Find a connection outside of the topic at hand and share a story or an analogy that could influence the other person’s way of thinking.

I worked with a former college track star who was the senior director of operations for a $4 billion division. He was very talented, but not effective with working with the operations and human resources departments. I asked, “When you were in college, was it possible for you to win your event, but for your team to lose the track meet?” He said, “Of course. That’s why I had to focus on supporting my teammates.”

It wasn’t enough for me to just win. I had to help the team.

And then he said, “OK, I get it. I need to support the other departments.”

Clarify: Clarify the risks and rewards of an action by asking the group, “What are the potential risks if we take this action, and what are the potential rewards if we take this action?”

Write the answers on a flipchart. Simply clarifying what lies ahead can influence the group to make better decisions on what to do and what not to do to improve results.

Challenge: Ask, “Is this our best effort?” That gracefully concise question penetrates through long-winded reports and Power Point presentations. It forces people to be honest with each other. If it was their best effort, then they can move forward with a clear mind. If it wasn’t, then they can determine what they still need to do. Use this one sparingly, and you will find it is very powerful.

3. The Enemy of the Leader is Sameness

The late Bill Griffing, a magnificent professional speaker for over 50 years, used to say, “The enemy of the speaker is sameness.” Even if you tell the best stories or have the most clever humor, your impact will eventually wear off if you do the same thing over and over.

The same is true for leaders.

Be flexible and use a variety of approaches to influence the way people think. If you don’t, even your best efforts will be negated because people will know what is coming next and will tune you out.

4. Don’t be a Mood Ring Leader

Susan, the director of marketing, had eight bosses in four different divisions. She then said, “OK, let’s get it. I need to support the other departments.”

Clarity: Clarify the risks and rewards of an action by asking the group, “What are the potential risks if we take this action, and what are the potential rewards if we take this action?”

Write the answers on a flipchart. Simply clarifying what lies ahead can influence the group to make better decisions on what to do and what not to do to improve results.

Challenge: Ask, “Is this our best effort?” That gracefully concise question penetrates through long-winded reports and Power Point presentations. It forces people to be honest with each other. If it was their best effort, then they can move forward with a clear mind. If it wasn’t, then they can determine what they still need to do. That’s not leadership. That’s compliance, that’s taking the easy way out. It’s also a shortcut to career death. She then gathered input on Susan from her peers that supported what her boss had told her, and shared it with her.

As I shared this input with Susan, she at first put her head down, and then she looked me in the eye with a transformed look and said, “I don’t care if I fail. I’m going to lead my department the way I believe is the right way.”

She went back to her preferred leadership style, which was to give people personal attention, clue them behind closed doors to share mistakes, and remove barriers that other people insisted on putting in her way. And she continued on page 38.

How to Impact Results Regardless of Your Title

By Dan Corpuzhi
Search for Commercial Space for Lease/Sublease

For office, retail, industrial and executive suites

OTTC... continued from page 5
human skin, and a single trap can snare 100 mosquitoes in a 10x12 room in minutes. The traps are now being commercially manufactured and will be ready for distribution later this year.

Another Riverside firm, Nova R&D, will show off its patented x-ray detector technology that out-performs traditional systems by offering next-generating material recognition and high resolution and high throughput. Nova's technology is currently being evaluated and has been validated by several leading x-ray imaging research centers. San Bernardino's own Kelly Space & Technology will offer views of its waste-to-energy program that can take sewage sludge and produce 100% pure methane. The company has successfully partnered with a publicly traded firm and is building its first commercial plant now, with agreements in place for raw material sourcing and three customers for the plant's output. Projecting a June completion of Vista, Cal., the company will have a postera presentation of its breakthrough Differential Mobility Analyzer (DMA) technology, which is an extremely sensitive detector that can be applied to Dept. of Defense and Dept. of Homeland Security needs, as well as the private/public sector.

Los Alamos National Laboratory (Albuquerque) is proceeding on page 27

Int. Trade... continued from page 16

- Rail capacity at and near the ports in approaching capacity. Plans have been announced; however, many proposed projects are years away from completion.
- The international trade industry has been fiercely criticized about pollution generated by its heavy use of diesel fuel. Several mitigation efforts are underway, but they need to be better communicated to the general public.
- While container fee proposals have failed to be approved or signed into law on the West Coast, more are being brokered. Future proposals need to be forged between the needs and concerns of all stakeholders.
- The labor contract between shippers and longshoremen on West Coast ports expires in 2008. While it is difficult to forecast the likelihood of a labor action similar to the one in 2002, shippers are beginning to hedge their positions.
- Implementation of the much delayed Transportation Workers Identification Credential (TWIC) Program will finally begin in 2007. Port workers, shippers, and truckers are worried about the costs and adverse effects that the program will impose on their businesses.
- The international trade industry in Southern California, despite its size, still remains badly fragmented. All the players need to see the bigger picture and work together more effectively. Opposition to trade and infrastructure expansions will continue to be heard, but it is up to the business community to understand the economic benefits of international trade.

The Los Angeles Customs District retained its first place ranking in total two-way trade value during 2006, with a 12.1% increase to $329.4 billion. The number two New York District saw a 10.3% gain to $295.0 billion. Trade value at number three Detroit (which is heavy on autos) rose by a weak 4.4% to $238.5 billion. There were some changes in the top ten warehouse rankings. Savannah edged out Buffalo to become the 10th largest port, and Honolulu passed Laredo to continue on page 24
In our case, supersizing is actually healthy. The truth is, bigger can be better. If not in fast food, then in your health care plan. In fact, our network includes over 520,000 physicians and health care professionals, 4,700 hospitals and 60,000 pharmacies. So there is always someone close by to take care of you and your employees. And that kind of access couldn’t be any healthier. Simpler process, smarter solutions, better results for you.

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What’s in a name
In 1775, when Lt. Francisco de la Bodega y Quadra Mollineda a Spanish mariner dropped anchor in a bay that was so beautiful, he little realized what he had discovered. It was suggested that settlers be brought in from Mexico to develop the region. Warehouses were established along the shore and, in Spanish, were called bodegas. No one really knows if the lieutenant or the Spanish name for warehouse gave the name to this gloriously beautiful area.

The Russians came and went
In 1809, a Russian ship landed at Bodega Bay and settled on a coastal bluff 12 miles north of the Russian River, and Fort Ross was built. They took advantage of the warm climate for farming and fishing, and hunted sea otters with Aleut hunters from Alaska. (The sea otters were almost hunted to extinction. That is a whole other story.) Their venture proved not to be successful and the Russians left the area in 1841, and transferred their holdings to a Swiss entrepreneur John Sutter (of California gold rush fame). This is just a taste of the rich history of this surprising small area that is one of the most interesting and beautiful tourist areas in a relaxing laid-back vacation. A few suggestions are offered here on where to stay, eat and play.

Some great choices
Little towns and villages dot the shoreline with bed and breakfast inns, hotels, golf courses, country stores, and art galleries with some very remarkable places to dine. The area is enhanced with boutique wineries with fine offerings that are not available anywhere else.

Bodega Bay now
The Russian settlers, whose mission at the time was to raise food crops for their Alaskan settlements, established Bodega Bay as a port, and the area flourished as an interesting tourist get away. In this more contemporary time, word has leaked out that this is the place for the finest fresh crab and salmon in the northern California area. This is a thriving little community that attracts anyone who wants.

Luxurious Kerry robes can be found in the wardrobe. Working fireplaces are also available with wood ready to fire up on a quiet foggy night. Decks face the beach. There is also a heated indoor and outdoor pool, a grand spa and a relaxing sauna. Continental continental breakfasts are available with rich coffee, juice and freshly baked breakfast rolls that are a delight. For information or reservations call 1-800-541-7788. Location: 800 Coast Hwy. 1, Bodega Bay, Calif. 94923.

Scottish link-style courses
Bodega Harbor Golf Links is a golf course reminiscent of Scotland’s great links-styles courses. Named annually among Northern California’s “Top 10 Courses” and “10 Most Beautiful Courses,” Bodega Harbor Golf Links does not disappoint. This is a stunning setting that is billed as “West of Scotland and North of Pebble Beach.” The Bodega Harbor’s clubhouse restaurant, The Blue Water Bistro, boasts a prima chef with a gourmet menu featuring seafood specialties cooked in Italian, French or North American styles. Lunch and dinner are served daily with brunch on the weekend.

May 2007

BODEGA BAY

More Russian Moor Secrets

By Camille Boudens Travel Editor

The Blue Water Bistro overlooks Bodega Bay

The luxurious end of the spectrum
The Inn at the Tides offers the luxurious end of the spectrum

A horseback rider enjoying the serenity of Bodega Bay

May 2007
In Trade... continued from page 21...
become the fourth largest customs district. It likely benefited from traffic diversions from New Orleans and higher oil prices.
The San Francisco District once again broke the $10 billion mark in 2006. But it still has a way to go to reach its previous peak of $12.7 billion in two-way trade recorded in 2000 (the peak of the tech sector boom).
Among the nation’s top 10 customs districts based on two-way trade value, the strongest growth in 2006 belonged to Seattle followed by Houston. The slowest growth was recorded by the Detroit Customs District with just a 4.4% gain. Detroit was affected by lower production of the U.S. Big Three automakers.
While not in the top 10, the San Diego Customs District had a good year in 2006, with two-way trade value increasing by 16.9% to $50.8 billion. The strength here was in imports (of which 36.2% were from Mexico), with the value up by 22.3%.
The state of California saw its overall 2006 total two-way trade value rise by 12.6% to $491.3 billion, a new record level. Even though the San Francisco District was not back to its previous high, both L.A. and San Diego moved up to new record levels of activity during 2006.
For additional information, contact the Economic Information & Research Department, Los Angeles County Economic Development Corp., 444 S. Flower St., 34th Floor, Los Angeles, CA 90071. Telephone: 213-622-4300; Web site: www.laad.org.

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 Ottoc... continued from page 20
viding a video of its handheld forensic scanning "gun"—a
breakthrough in preserving chain of custody for forensics.

Empirical Technologies is sending materials from Virginia for its
beat-by-beat, non-invasive blood pressure monitoring system,
which is now being actively tested in several research hospitals.

El Segundo’s Aura Systems is showing its AuronTM VIPER
underhood mobile power generator that will be standard equipment
for the Coast Guard’s newest Response Boat Medium
and is being installed on additional
Hurtlers that need continuous
AC electric power output
even at engine idle.

About the Office of Technology Transfer and Commercialization
(OTT&CT) (http://www.ottc.ca.gov) is the
management office for a grant program
known as CAFF, Center for Commercialization of Advanced
Technology, funded by the Office of
Naval Research (ONR) with sup-
port from Congressmen Jerri
Levis’s office. The Foundation for
California State University, San
Bernardino boasts and oversees
OTT&CT. CCAT provides grants
intended to be used in two ways:
(1) to help companies develop
commercial applications for tech-
nologies that have been developed
in government laboratories; and
(2) to help the government find
technologies it needs for defense,
and homeland security needs and
help them along up to the point
where government procurement chan-
nels. OTTC is a two-way conduit
that acts as a virtual incubator for
advanced technology. There are two
CCAT programs in Southern
California, with the one on
being in San Bernardino
(http://www.ccatsandiego.org).

Corporate Profile—continued from page 13
limits. They believe that this
will allow them to maintain a
profitable product line by instal-
ning stringent control measures that
will not allow the production
quality to suffer at the hands of
quantity-based goods or mass

May 2007

Environmental Companies Serving the Inland Empire

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Kilbourn, Inc.
L & I Environmental
Libbey Corporation
Mariner Remediation, Inc.
Mediner, Inc.
Michael Brandman Associates
Oxy Environmental Services
P & B
PCC Services Corp
Phl
Phillipines Navy
Ralph Stone & Co., Inc.
REE Environmental, Inc.
Terra Tech, Inc.
The Cattleya Group
Union Environmental
United States Filter Corporation
UTC Corporation
Waste Management - Inland Empire

Company Address
2028 Business Center Dr
5100 San Fernando Road
San Bernardino, CA 92408

Contact Name
Joseph A. Millard
Bill Wirtz
Bruce Dinnin
J. Michael Rinehart
Dr. Thomas J. McGee
Beman B. Kline
Bruce E. Turner
Ted Palazzola
Karen D. Fornaro
Mike Benevides
Kratzer, Inc.

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www.bizloaninsider.com
Reduce Workers’ Compensation Costs With CompScore Metrics

By Wayne Parree

CompScore Metrics, the four most important measurement tools for driving down Workers’ Compensation costs, are:

1. Time lag

A well-known study by The Human Cost Management Corporation found that "time is money" for workers’ compensation claims. A week’s delay in reporting an injury can increase claim cost by 10%; claims filed a month or more after an injury cost 48% more to resolve. The table reports the lag in the first year. Yet it is not only the lag in time that is important to measure; along the continuum of care there are many points at which a claim can become snagged, slowed down or stopped dead in its tracks. Lag time to first doctor’s visit; lag time to get report from doctor; lag time to see a specialist; and so on, just have all negative effects on claims costs.

An employer can set their own baseline for improvement by examining injury records, writing down dates, and identifying lags with each claim. Reducing delays in care, and accelerating continuity in care and communication with the employer will drive down claims costs and improve productivity.

2. Disability duration and treatment

Excellent sources of disability duration guidelines and benchmarking data on time away from work are available. The Medical Disability Advisor, by Presley Reed, MD, helps companies more efficiently manage and reduce the time employees are away from work by providing evidence-based disability duration guidelines for over 6,700 of the most common injuries and illnesses affecting working age people.

The gold standard for effective occupational medical practice from the American College of Occupational and Environmental Medicine (ACOEM), Occupational Medicine Practice Guidelines: Evaluation and Management of Common Health Problems, contains the latest research and best practices to reduce workers’ compensation costs.

3. Modified Duty Days

A common approach is modified duty return-to-work is the mark of a well-run loss control program. The longer an employee stays at home, the more difficult it is to bring him or her back to the work environment. Return-to-work programs with modified work assignments are a crucial component in reducing Workers’ Comp costs. Yet, modified duty work assignments are traditionally, designed to reach the primary goal of returning workers to full duty at their original job. Injured workers should not be asked to perform modified duty for extended periods of time. Benchmarks are available to evaluate the employee’s progress and reductions in modified duty days will improve productivity.

4. Physicians

The best way to measure a physician is by the evidence-based treatment guidelines. Yet, not all doctors follow them. Reviewing the cases treated by the same physician can detect and correct the disconnecting trends—i.e. every one is referred for physical therapy. While state standards do exist, with the extent to which employers can direct injured workers to certain medical providers, the medical management of a workers’ comp claim is key to reducing costs.

Using CompScore metrics will lead to different insights and strategic decisions than the current claims-coordinator approach. The approach has met with success in California and warrants consideration as a national model. Drilling down even further, there are predictive modeling programs that can identify claims that will experience delays in care. Flagging these claims and monitoring vigilantly is another way evidence-based guidelines can reduce costs.

Company Name

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Management In Print

"The Innovation Killer: How We Know What We Can Imagine—and What Smart Companies Are Doing About It"

by Cynthia Barton Rabe; AMACOM, New York, New York; 2006; 164 pages; $26.00

In the growth and development of any organization, private, public, or non-profit, there always appear to be similar phases: Innovation and fresh ideas come first. This is followed by refinement of these initial ideas so that they become better organized, more efficient, and vastly more cost-effective. Finally the innovative ideas that directly affected the initial success of the organization’s mission fade and slowly disappear. In those cases it often seems the only ideas that are permitted or supported are those reinforcing the status quo. Simply put, the organization becomes less innovative in the terms of the products or services it provides. New ideas are shot down because they might be ineffective, inefficient, or inappropriate. The result: new organizations or those with more flexible ideas and approaches grow at the expense of less innovative ones.

Author Rabe, who defines innovation as “the application of an idea that results in a valuable improvement,” has based her book on the premise that:...
<table>
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<th>Law Firms</th>
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<th>Phone</th>
<th>Email</th>
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<td>(909) 788-1944</td>
<td><a href="mailto:info@gilbertcowleyjennett.com">info@gilbertcowleyjennett.com</a></td>
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<td>Lieb &amp; CRF</td>
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<td>(909) 356-5000</td>
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**San Bernardino County (within the last two months)**

**Fontana**

**LA CANADA**

14652 Valley Blvd.

Date Closed: Mar. 5, 2007

Reason for Closure: Other undue conditions

Date Reopened: Mar. 5, 2007

Comments: Corrected all critical violations

**Highland**

**SABBROSS GLASS**

27111 Baseline St.

Date Closed: Mar. 9, 2007

Reason for Closure: Hot water restoration

Date Reopened: Mar. 9, 2007

Comments: Hot water restored

**San Bernardino**

**JUBE IT F P**

5241 University Place, Unit 8

Date Closed: Apr. 3, 2007

Reason for Closure: Other undue conditions

Date Reopened: Apr. 9, 2007

Comments: Hot water restored

**McDONALD'S 5360**

14865 Riverside Ave.

Date Closed: Mar. 20, 2007

Reason for Closure: sewage contamination

Date Reopened: Mar. 26, 2007

Comments: Sewage overflow has been corrected

**PACOY'S TICO'S**

169 W. Kendall Dr., Ste. 1

Date Closed: Mar. 15, 2007

Reason for Closure: Lack of potable water

Date Reopened: Apr. 15, 2007

Comments: Critical violations corrected

**Taste By F-Fapp**

14742 Banner Valley Rd.

Date Closed: Apr. 12, 2007

Reason for Closure: Other undue conditions

Date Reopened: Apr. 13, 2007

Comments: Critical violations corrected

**Tamaquia Gualalaena**

657 S. Riverside Ave.

Date Closed: Mar. 26, 2007

Reason for Closure: Hot water restoration

Date Reopened: Apr. 4, 2007

Comments: Hot water restored

**Rafido**

**CasCada**

for more info see www.cas.com

**Inland Empire Business Journal**

**May 2007**

**ALBERT'S MEXICAN RESTAURANT**

1910 S. Waterman Ave.

Date Closed: Mar. 19, 2007

Reason for Closure: vermin infestation

**VICTORVILLE**

**LA HONDA MEXICAN RESTAURANT**

15550 El Toro Rd.

Date Closed: Apr. 25, 2007

Reason for Closure: Unsafe food temperature, other undue condition

**TASTE BY F-FAPP**

14742 Banner Valley Rd.

Date Closed: Apr. 12, 2007

Reason for Closure: Other undue conditions

Date Reopened: Apr. 13, 2007

Comments: Critical violations corrected
Bodega Bay,...
continued from page 23

Saturday and Sunday. For tea times and reservations, call 1-800-657-3835 or (707) 875-3536 at least 24 hours in advance.

Location: 835 Hwy 1, Bodega Bay, Calif. 94923.

In 1962, Alfred Hitchcock filmed his famous film "The Birds" at Bodega Bay and Bodega (two different towns a few miles apart). Many scenes were filmed at the Tides Wharf Restaurant.

Points of interest:

Jenner is a charming little town that sits on the edge of the Russian River, and it is noted for its great restaurants and gift shopping.

Watching the whales

Take a boat cruise out to sea and get close to the migration route. Ride out to the end of Bodega Head where volunteers answer your questions, give you a mini-seminar and help people sight the spouts and black lumps of the whales as they come from the waves. The ideal season for whale watching is January through March. For whale watching information call (707) 676-3866.

Information

For more information and reservations call or write the Bodega Bay Visitors Information Center: phone (707) 675-8566.

Getting There

Bodega Bay is about 65 miles north of San Francisco. Take the insect and beauty to the fishing

Real Estate Notes...
continued from pg. 7

A 25,000-sq-ft., two-story medical building was sold for lease; and a two-story concrete office building featuring turn-key office suites from 500 to 1,600 sq-ft. for sale. In addition, plans for The Shops at Riverwalk call for approximately 100,000 sq-ft. of upscale retail, restaurants, cafes, boutiques, spas and restaurants that will include two sit-down dining options and will be located on the first floor. A 196-room executive-style hotel will also be incorporated into The Shops at Riverwalk, completing one of the largest master-planned business parks in the Inland Empire...Lincoln Property Company paid $22.5 million for Summit Business Center, a five-story, 140,000 sq-ft. (156145) campus located near the 56-acre University Research Park. The buildings, which were sold by Jane Properties, were built in 1987 and 1989, and reno-

ized in 1999.

Another winner in the commercial area is the 50-acre Summit Business Center located in an area that is surrounded by high-tech firms and research facilities. The business center is located in an area that is surrounded by high-tech firms and research facilities.

The building is occupied by 86 percent and below market rents when the property was sold.

Ryan Smith of Mission Street Partners represented the seller in the transaction. The buyer acquired the property as an area which has good

opportunities... Also in Riverside, VSE Corporation, out of Alexandria, VA, signed an agreement to develop a new industrial facility, totaling 50,700 sq-ft. of space, within the Santa Ana Industrial Park. The buildings will serve as the new West Coast location for VSE, an engineering and technical support company which is relocating from Rancho Dominguez. VSE was recently awarded a major contract with several US Government departments and required additional warehouse space. The new buildings are located at 6681 River Run Blvd (162.700 sq-ft), 6711 Sycamore

BAY...continued from page 23

Fine arts and gifts:

Bodega Landmark Studio Gallery and Showroom

This gallery exclusively represents the region’s artists and craft people since 1978. Fine paintings, sculptures, etchings, photography, jewelry, ceramics and woodwork are to be found at this showroom. It is located on the corner in Historic Bodega. Open daily from 10 a.m. until 5:30 p.m. and closed Tuesday and Wednesdays. 17255 Bodega Hwy. (707) 676-3477.

The Ben Brown collection

This fine art gallery is located in a restored setting and features contemporary Japanese printmakers, Northern California artists and antique Japanese furnishings. Location: 1781 Hwy 1, Bodega Bay, Calif. 94923, phone (707) 875-2922 or 1-800-585-2921.

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RESTAURANT REVIEW

Arrgh! A Pirate's Dinner for Me!

By Joe Lyons

There can be no doubt that pirates have replaced dinosaurs as the number one fascination of kids. It has been up there on the short list for some time. It doesn’t matter if your idea of a swashbuckler is Errol Flynn or Johnny Depp. Businesses like IOP and, locally, The Arrowhead Credit Union, have even begun using pirates as part of their marketing campaigns.

Thus it is no surprise to find the newest attraction downtown in Orange County has been the Pirates Dinner Adventure. Like Medieval Times and other such shows, the room with diners who surround an arena stage and enjoy a dinner and show event. Pirates, appropriately, beautifully billed it as "The World’s Most Unique Interactive Dinner Show."

Indeed, the audience gets as involved as possible throughout the performance. Adults get called in on rescue missions. Children become Redcoats. The crowd is encouraged to cheer as much as possible.

Everybody gets in on some part of the action. Dinner, you should note, is not all that bad. Bulk preparation provides enough chicken and vegetables to feed the masses. A small side of beef or shrimp and lobster adds some interest to the meal. Rather classy ice cream and apple desserts are whipped up on site. But the food is really only secondary to the action around you. It’s not bad, however. It is about the quality of a decent Denny’s meal.

They claim in the newspaper ad that the "Part of Call Feast" is "fit for a pirate king." Beer, wine and other beverages are available, including an interesting array of rum and grog drinks. As you eat, "daredevil pirates, performing amazing feats of aerial acrobatics, swashbuckling sword fighting and dynamic dances aboard an authentic replica of an 18th century Spanish galleon anchored in a 250,000 gallon indoor lagoon."

The storyline tells of a kidnapped princess, along with her gypsy handmaiden...continued on page 37

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THE REALESTATE REVIEW

Restaurant Review...

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This is not gourmet dining, nor is it high drama, but it makes for a pleasant and diverting evening. We enjoyed ourselves. We attended the early show on a Friday night and got swept up in a high school crowd who came off of the bus. In fact, the largest part of any crowd here is a group of some kind. Kids, schools, choir or drama groups and athletic teams are as common as family birthday parties. The later evening shows are targeted towards business groups...

Maglite...

continued from page 7

of taking that payroll "off shore."

It can be said that every flashlight made by Mag Instrument, Inc., represents one man's abiding commitment to product quality, and to the cause of keeping flashlight-industry manufacturing jobs in America.

Even so, this expansion is helping Mag Instrument meet the increasing worldwide demand for its products. The long-term goal is for export sales to account for no less than 50 percent of Mag Instrument's total output.

One great problem that all of this creates is, as we indicated in the beginning, competition. Mag Instrument holds the trademark rights to "shape, style and overall appearance" of their lights. Thus it is that they have won millions of dollars over the years in copyright infringement cases. They have even won the right to destroy imitation inventory. New products are constantly under development at Mag Instrument, but they are introduced only when Maglica is personally satisfied that their design and execution are up to Mag Instrument standards. In the meantime, he has plenty of other interests to occupy his time, including building an environmental reclamation plant in Znati, Croatia, where he grew up.

He has been hailed as a great example of the American entrepreneur and had been presented with many business awards for his acumen, leadership and spirit, both nationally and internationally. Maglica was the Inland Empire Entrepreneur of the Year. Thus it is that Anthony Maglica, president of Mag Instrument, Inc. of Ontario and the creator of the MagLite flashlight is a champion of free enterprise and U.S.-based manufacturing, while his best known product is now an icon of classic American design.

Armed with only his talent, determination and his reverence for hard work, Maglica set out in pursuit of the American Dream when he founded Mag Instrument in 1955. When he went on to design and manufacture a product that revolutionized an industry, he realized that dream in full. In his ongoing pursuit of innovative technology, quality products, design and the customer service to back them up, Maglica has found a strategy that not only creates worldwide demand for his own company's products, but can also, he believes, help other American businesses build worldwide demand for their products while preserving American manufacturing jobs. From Maglica's childhood home to the birthplace of his success, this patriot and businessman continues to champion the blessings of free enterprise here in the Inland Empire.
Restaurant Review...continued from page 10
This would include corporate and incentive programs as well as sales celebrations and R,R, recognition of top employees, motivational programs or the celebration of some company accomplishment.

You can call aloud and set up special requirements, although you might not want to ask that the Pirate Captain be named after your boss.

Speaking of which, the gift shop has pirate flags that read, “The beatings will continue until morale improves” and “Time dies when you are rowing.”

One final note. It says on the Website that the Pirate’s Dinner Adventure “just a few gangplanks away from Orange County’s famous Caribbean pirates!” (Meaning Disney)

Managing...continued from page 10
to take one. Think about it...if everyone were to operate in their safety zone, there wouldn’t be any amazing accomplishments and advances in the world. Additionally, doing things that are creative, different, and interesting is a lot more fun than playing it safe. And the potential reward is a lot higher. Doing what’s easy is a recipe for mediocrity and boredom.

Those who are willing to try something new, difficult, and what others deem “crazy” are the ones who make a real difference in the world. So be bold. Take that risk you’ve been thinking about. When you do, you’ll be the one who gets noticed...and who reaps the resulting rewards.

For more information, please visit: www.piratesdinneradventure.com

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Wayne Parlee is CEO of Parlee Insurance Associates Inc., Covina, California, one of only 20 Level 5 member agencies of the Institute of Work Comp Professionals.
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