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**Message from the President**

SF-HAAC Members,

Happy New Year! I am very happy to write this message for the 2017 1st quarter newsletter.

Last year, we celebrated 25 years of SF-HAAC and its historic accomplishments as an organization. From its inception in 1991, SF-HAAC has thrived on the commitment of its members, who have time after time, volunteered their time to help create extraordinary development opportunities. Members have consistently demonstrated an unwavering commitment to public service.

In Fiscal Year 2017, your San Francisco Hispanic Affairs Advisory Council would like to reaffirm our commitment to sustain a strong presence for our members, agency, community and anyone interested in reaping the benefits of such a great advisory council. We have remained a strong and viable advisory council largely due to your passion for customer service and commitment to continual learning. I urge everyone to remain engaged as active SF-HAAC members, join other advisory councils for a supplemental experience, and assist in the fulfillment of our mission, which includes working with the communities we serve as public sector employees.

I hope you welcomed the New Year with a ¡Sí Se Puede! attitude. Anything to which you set your mind, you can accomplish.

Cheers to your commitment as a member!

Juan E. Garcia  
*SF-HAAC President*





*Reflections on  
SF-HAAC's 3rd Annual Dinner & Gala  
Celebrating 25 years of excellence*



**Hy Hinojosa—Past SF HAAC President**

During the dinner, I could not help but reflect on the mission, our accomplishments over the last 25 years, and the personal impact SF-HAAC has had on my career. I was fortunate to be elected president of SF-HAAC in 2008. Throughout my tenure and in the following years, I have witnessed the achievement of three specific goals

1. Advocate equality for the Spanish-speaking public.
2. Promote recruitment, training, career development and advancement of Hispanics and its members.
3. Encourage and support improved communication, networking and sharing of ideas among the membership, other Advisory Councils, all Agency components, and organizations that support the mission and objectives of SF-HAAC.

I challenge you to become the next generation of SF-HAAC, take the traditions and experiences over the last 25 years, with the advancements and upcoming changes over the next 25 years and harness the rainbow.



**Ronald Allen—USMC Ret**

The atmosphere was beautiful along with the crescent moon highlighting the background. All of the members that I had the pleasure of meeting or coming in contact with were terrific, no matter their titles! The speakers were very personable, especially in highlighting their experiences and humble beginning.



## *Meet Your Newly Elected SF-HAAC Officers*



### **Juan E. Garcia—Regional President**

My career began in 2002 as a T2 CS in Ventura, CA. I have served in multiple positions in the Agency and was honored to have been selected for the 2009 SF Region LDP. Currently I am Project Leader in the Northern Area Director's Office.

I have been an active member of SF-HAAC over 12 years and participated in the planning and implementation of multiple training initiatives.

### **Erika De Santos—Executive Vice President**



I have been with the Agency for almost 15 years and a member of SF-HAAC for most of my career. I have seen first-hand the benefits being a HAAC member can have on career development, relationship-building, and public speaking skills.

I am currently the Manager in the South San Jose office. I look forward to meeting as many of you as possible at the many events we plan to have throughout the Region.

### **Mayra A. Ramirez—Secretary**



I began my career with the agency in 2010 as a T16 CS in Merced, CA. Currently I am a T2 CS.

My motivation derives from personally witnessing the powerful effects of mentoring! We all have strengths to build upon. Our mentors give us the needed nudge to take a leap of faith in order to grow. My goal is to pass the baton and provide encouragement to our next wave of leaders.

### **Hasley Fonseca—Bay Area Vice President**



I began my career in 2007 as an SR in the San Jose Downtown office. I am currently a Generalist CS.

I initially joined SF-HAAC to meet other Agency employees, but soon learned of the Advisor Program and participated in the 2015 class. I learned more about the Agency and gained immeasurable skills from the experience. I hope to host many events in Bay Area and increase our membership.

## *Catching up with past SF-HAAC President Erika Perez*

*By Manuel Zaragoza*



**Erika Perez** served as SF-HAAC Regional President from November 2010 through November 2012. She began her career with the Agency in 2001 as a T16 CS in the Berkeley office. Erika was selected for the Advanced Leadership Program (ALP) in 2015. Currently Erika is the Deputy Director for the Center of Automation, Security and Integrity (CASI).

We asked Erika a few questions about her career progression and lessons learned along the way. She graciously provided her insights in the interest of assisting SF-HAAC members in their own career development.

1. How did you decide to pursue the position you currently hold? Was there a pivotal moment?

*This was not planned! I had not considered working in the Regional Office until the end of my participation in the Advanced Leadership Program (ALP). I was content in the field office and found it rewarding to serve our public in a direct service environment. When the ALP ended, I had the opportunity to stretch myself again by coming to CASI, further developing my leadership skills as I entered a realm in which I had limited first-hand experience. It allowed me to go where the agency needed me, to step up and to add value.*

2. What are the some of the responsibilities in your executive position?

*CASI supports staff and management in many ways. Our four teams provide a variety of support such as web application development and maintenance, information technology, data analytics, guidance on fraud detection and prevention, program integrity, and systems security issues. We produce regional and national Management Information (MI) reports used to track workloads in our Processing Center Operations (PCO), field offices, and TSCs. I collaborate with other regional office components, as well as OIG, OGC, and headquarters.*

## *Catching up with past SF-HAAC President Erika Perez (cont.)*

3. Do you consider yourself a workaholic?

*Yes, I suppose you can call me a workaholic. It does not sound like a positive trait but I embrace it. I take pride in my work and understand that some days I may need to put in more than eight hours to complete the job. However, I still do my best to maintain a healthy work/life balance.*

4. What is one characteristic you believe every leader should possess?

*Humility. Some may view it as a negative trait, but I define humility as the opposite of arrogance. I think a leader can be both confident and humble and, it is an essential trait in an effective leader. I once heard someone say that it is important for leaders to move blame up and praise down. This philosophy really resonated with me and is something I have incorporated into my leadership philosophy.*

5. What are three leadership principles you have used that have contributed to your success?

- A. Accountability,*
- B. Lead by example,*
- C. Know and look out for my staff; advocate for their needs.*

6. How did membership in SF-HAAC affect your career trajectory?

*Serving as Bay Area Vice President then Regional President of HAAC provided the opportunity to market and make myself visible. In these leadership roles, I further developed and improved writing skills and public speaking skills. I participated in meetings with Executives that provided multiple opportunities for professional growth.*

7. What resources do you recommend to anyone interested in pursuing a leadership role in the Agency?

*Look for 360-degree assessments; answer the questions truthfully and do your best to not over analyze the questions. These are useful tools, which help us identify strengths and blind spots. Get feedback from your supervisors and look for your own growth through personal development. Most importantly, do your current job well! There are plenty of free resources available through social media and the internet. It is important to be aware of what is happening in our agency and beyond. During my free time, I watch CSPAN and read articles that cover what is happening in Washington.*

## *eServices Corner*

Did you know the Agency's first internet service was provided in 1989? It wasn't very exciting. It was statistical data provided to researchers and educational facilities.

We have come a long way since then. We now have over 30 online services available to customers and more are on the way.

In December 2016 we had over 18 million visits to the Agency website. When was the last time you visited? In order to market the product, we should be familiar with it. Just viewing the increasing numbers on your *Statement* is worth the price of admission—FREE!

Visit the website today and establish your account. You will be glad you did!



## *Around the Region...*

On Martin Luther King Jr. Day, many communities across the United States put into action the words expressed by Dr. King himself, "No work is insignificant. All labor that uplifts humanity has dignity and importance and should be undertaken with painstaking excellence".

In the true spirit of the day, SF-HAAC members, Jason Welsh, Suzana Perez, and Alfonso Moreno volunteered to pick up trash along highways 215 and 60 in Southern California. What a great way to demonstrate the ¡Si Se Puede! spirit.

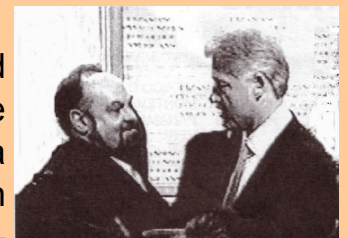


## *In Memoriam...*



Javier Bustamante, a pioneer and advocate for multilingual services passed away on November 4, 2016. Mr. Bustamante was an active member of the HQ-HAAC chapter for many years and supported HAAC's overall mission in many capacities.

Mr. Bustamante joined the Agency in 1975 and played an important role in the creation of Spanish publications within the Agency. He retired in 2015 as the Chief of the Office of Media Technology. Mr. Bustamante received multiple awards and citations in recognition of his tireless work in support of services to the Spanish-speaking community. May he rest in peace.



## *New Members*

### **July 2016**

#### **Area 8**

Alejandra Urbina  
Ramon Bonilla  
Sergio Urbina-Hernandez

#### **Area 6**

Christal Garcia

#### **WNPSC**

Gary Melvin

### **October 2016**

#### **Area 3**

Dominique Flores

#### **Area 4**

Chantage M Ortega

#### **Area 5**

Sa Hung Kloeung

#### **Area 6**

Darkene T Maldonado  
Lucia V Vargas  
Veronica McAuliffe

#### **Area 7**

Carla M Pablos-Vazira

### **November 2016**

#### **Area 3**

Gema D Orr

#### **Area 4**

Alejandra Cervantes

#### **Area 5**

Vivian Pino Duran

### **December 2016**

#### **Area 6**

Maria Troli  
Marina Lugo

### **January 2017**

#### **Area 4**

Elsa Zadra

#### **Area 7**

Rebecca Jimenez