



Public Child Welfare Training Academy Newsletter

Editor's Notes

Summer
2018

Welcome to Fiscal Year 2018-2019! We have been very busy here at PCWTA. At the end of each year, we like to reflect on all of our accomplishments. Dawn writes about some of these in her column this edition. It's easy to focus on what is next, so it's important we make space to process our milestones from the past year.

We've hired and promoted several new staff and are in the process of working with our stakeholders to implement new initiatives—CANS, expansion of CRA, CWS Cares, and others. I hope you enjoy this edition and our many updates. Thank you for all that you do!

Your Editor,
Jenee



TABLE OF CONTENTS	
Editor's Notes.....	1
Trainer Tips.....	2
County Spotlight.....	2
Trainer Kudos/CRA..	3
Training Schedule.....	4
Discussion with Dawn.....	5
Trainer Tidbits.....	6
Coaching Corner.....	7, 8
T4T Series.....	9
Curriculum Updates.....	10
Conferences.....	11
PCWTA Contacts.....	12

TRAINER TIPS: DEVELOPING PARTICIPANT'S CREATIVITY

This is an ongoing series of excerpts taken from a book titled "2000 Tips for Trainers and Staff Developers" by Phil Race, 78-79.

In training, participants are often asked for one right answer or correct solution. This can lead to linear thinking. Being creative is not only a valuable skill that can generate new ideas as well as being fun.

Inquire about participants creativity. Ask participants when the last time they came up with a creative idea was. What was it? What motivates them to be creative.

Get spoilt for choice. Often the best way to find the right solution is to have lots of ideas to choose from. For example, hand participants a paperclip and ask them to brainstorm as many ideas on innovative ways to use that paperclip. Creative and innovative ideas may emerge.

Give participants a creativity-centered problem. For example, ask them how a sheet of newspaper could be placed on the floor so that people standing face to face on it could not touch each other. (No string allowed!) Solution at bottom of the page.

Mind your language. When you respond to participants creative ideas, use open language. For example, 'Good. How else could this be done?' instead of using final language such as 'Good answer' or 'That's the correct solution!'

Ask 'What if?' questions. A few questions for starters include:

What if all 21-year olds grew to 7 feet over the next 12 months?

What if we had no seasons and it snowed?

What if all men had babies?

What if everyone ate a bowl of All Bran for breakfast every day?

Get participants' blood flowing! When

participants have been sitting for a while, put up an alphabet in large letters on flipchart paper, with 'l' and 'r' under each at random:

A B C D E F
l r r l l r

Then get everyone to read out the alphabet together but raising left legs if there's an 'l' and right legs if there's an 'r'!

Think in metaphors. Turn the current problem into a metaphor, for example 'How is motivating you team like climbing a mountain?'

Widen horizons. For example, ask participants what it would be like if the following pairs went for lunch together, and what they would learn from each other.: 'bus driver and solicitor', 'librarian and lawyer', teacher and astronaut', 'air-traffic controller and politician', 'grocer and newspaper editor' and so on.

(Solution to creativity-centered problem above: put the newspaper under the door.)



COUNTY SPOTLIGHT: VENTURA

Check out PCWTA's [microlearning web page](#) to see the latest addition of our "micro game" on Using SOP Strategies to Demonstrate Engagement:

Designed for Ventura County Children and Family Services, this "micro-game" presents social workers with a real-world scenario where you will make a series of choices showing how best you would use SOP strategies to support the demonstration of the California Core Practice Model engagement behaviors. Each answer has a different point value assigned, with a maximum of 20 points possible per question. Pick the answer you believe would best demonstrate engagement behaviors with children and families. There are 8 key point questions and it will take you about 20 minutes to complete this game. Earn up to 160 total points for a perfect score.

Here is the [direct link to the game](#).

TRAINER'S CORNER

KUDOS

- **Thank you to those who completed all four days of the CANS T4T** and who are becoming equipped to assist PCWTA with the CANS training deliverables. This has been a big collaborative effort and we sincerely appreciate all the efforts our trainers have put forth. Kudos!
- **Kathy McCarrell** trained 200 Level Trauma Informed Practice and Key Issues in Child Welfare this past month. Kathy did a wonderful job relating the content to real-world application and employed various engagement techniques throughout the day. She very thoughtfully closed the day with a debrief around what parts of the 200 level curriculum was most useful to the participants' work.



CULTURAL RESPONSIVENESS ACADEMY NEWS

The Cultural Responsiveness Academy (CRA) is gearing up for an exciting year as we begin two new cycles in San Diego and San Bernardino Counties. San Diego County will be starting their 3rd year and will be focusing on the Native American population. I had several meetings with community stakeholders and CWS staff who shared their expertise and areas of focus for the curriculum, and I'm really looking forward to learning with the CRA participants on how to better serve Native American families and the community. This will be San Bernardino County's first year and they will be focusing on the African American population. Community stakeholders and staff members involved in the preassessment meetings have expressed enthusiasm for this revolutionary learning experience and are anticipating a change in outcomes for the families involved in Children and Family Services. I'm also looking forward to beginning this journey with San Bernardino County and seeing the impact for both the staff, families and the community.

CRA Kudos!

Two CRA graduates - Marissa Bell (yr17-18) and Delicia McKinney (yr16-17) and CRA Trainer, LaTysa Flowers (yrs16-17 and 17-18) have teamed up to present at the Cultural Competence Summit in October. Their panel discussion on the **"The Effects of Historical Trauma & The Legacy of Mental Health within the context of African American History & Culture"** is based on Marissa's CRA Project idea - "Spare the Rod, Spoil the Child, Abuse vs Discipline within the context of African American History and Culture," that she proposed as a training for SWIT. As the conference is targeting mental health practitioners, Delicia will be able to speak on the mental health perspective based on her MFT background; and LaTysa, owner operator of Parents Empowerment Services, and who is also a certified Positive Discipline parent and classroom educator will bring her experience providing trauma informed and culturally responsive parenting classes.

TRAINER'S CORNER, CONTINUED

TRAINING SCHEDULE

Advanced Training

Los Angeles County

- 9/19 Sex Abuse Case Considerations and Planning
- 9/27 Having Real Conversations with Staff and the Parallel Process Implications, SCSW Leadership Series
- 10/11 Effective Supervision Meetings, More than just Monitoring, SCSW Leadership Series
- 9/5 Field Advisor for Common Core 3.0
- 9/6 & 12/13 Coaching Fundamentals for Field Advisors

San Bernardino County

- 10/12 Healing the Healer
- 11/29 & 12/20 Advanced Simulation—Safety Planning

San Diego County

- 9/18 Interviewing for Safety Advance
- 10/15 & 11/7 Sexual Abuse Case Considerations and Planning
- 10/18 Advanced Physical Abuse and Neglect for Child Welfare Workers
- 10/30 CANS Overview
- 11/6 Supervising for Safety Advanced Simulation
- 11/19 LGBTQ+ Youth

Ventura County

- 9/25 Advanced Sims, Engagement 101

Regional

- 9/4–11/7 Sup Core Days 3, 4, 5, 6, and 7
- 10/2 & 10/5 Psychotropic Medication Training
- 11/1 CSFR Learning Collaborative

Riverside

- 10/18 Fatherhood Engagement
- 9/5 & 11/28 Writing for Child Welfare—Court Reports, Case Notes, and More
- 10/11 Healing the Healer

Lineworker Core

- San Bernardino 8/13-9/18, 8/29-10/11, 9/11-10/17, 10/22-11/28
- San Diego 10/23–11/30
- Orange 9/12-11/8



CONVERSATIONS WITH DAWN

As we kick off the new fiscal year the PCWTA team has dedicated time to celebrating our achievements from the past year and building a vision for the coming year. We participated in our annual year end celebration at the beginning of August. We celebrated all that we accomplished in providing support to the Southern region including delivering 808 days of classroom training, 1,128 days of coaching and 32 days of simulation to 33,703 participants over the course of the year. We provided on average approximately 7 events per working day. At this event we each defined our “why” - we shared with each other why we do this work everyday and how our “why” connects with the Academy’s vision and mission.

Taking time to recognize our team for their innovative work set the stage for us to clarify our vision and set our priorities for this year. We also want to take the time to recognize our trainers and partners for their role in providing quality services to our region. Having highly skilled, professional and experienced trainers, facilitators and coaches allows us to have maximum impact on the workforce.

The Academy has recently been undergoing a process of revising our mission and vision and developing a rebranding of who we are. This has been the organizational level of defining our “why.” It is our organization’s commitment to be dynamic, innovative and responsive to the needs of our customers and the field that we serve. Revising these foundational components of who we are and what we do has been an important step in attaining this goal. We worked with our key stakeholders and our staff to thoughtfully develop the following:

Our purpose (also known as the big “why” ... why we do what we do every day):

Revolutionize the way people work to ensure the world is a healthier place.

Our mission (which is how we go about achieving our purpose):

We provide exceptional learning and development experiences for the transformation of individuals, organizations and communities.

Our vision (which describes the impact of our work and how the world will look once we have achieved our purpose):

We envision a world where the quality of life for individuals, organizations, and communities is transformed into a healthier place.

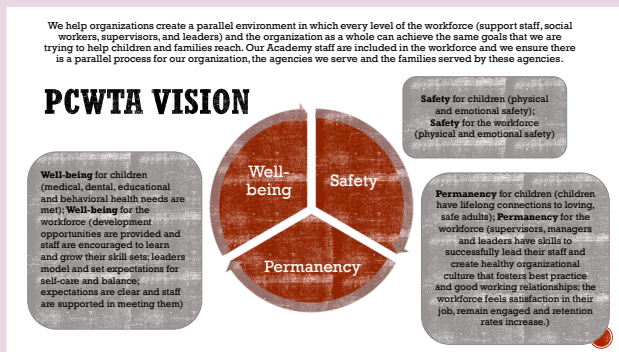
Our tagline is:

Inquire. Inspire. Impact.

Going through this rebranding process at the Academy has provided an incredible opportunity for PCWTA to consider what our programmatic vision is and how it fits within the Academy. We are excited to share our new program vision which is:

As a result of our work, the workforce employed by public child welfare agencies and the children and families served by them will experience increased empowerment, positive changes, an enhanced quality of life, and feel a sense of inspiration and hope.

As we worked to flesh out our vision a theme continued to come up over and over again regarding the overlap between what we want for our employees, the staff we serve in public child welfare agencies, and the children and families served by these agencies. We help organizations create a parallel environment in which every level of the workforce (support staff, social workers, supervisors, and leaders) and the organization as a whole can achieve the same goals that we are trying to help children and families reach. Our Academy staff are included in the workforce and we ensure there is a parallel process for our organization, the agencies we serve and the families served by these agencies.



We will continue to offer the same innovative services in the hopes of achieving this vision. We look forward to continuing to partner with you as we inquire about the strengths and needs in Southern region, inspire the workforce to grow and improve, and impact practice and outcomes.

Thanks,
Dawn



IMPORTANT INFORMATION FOR TRAINERS

CONTRACTS WILL BE SENT BY EMAIL!

Most of you have received contracts via email. Contracts/scopes will be emailed to you by Jose Refuerzo at jrefuerzo@mail.sdsu.edu. Please make sure Jose is on your "safe senders" list, so your contract doesn't wind up in your spam folder. We are unable to accept e-signatures at this point in time due to changing policies and procedures. We are working with our fiscal agent to develop an authentication of the signatures in hopes of utilizing electronic signatures soon. Please continue mailing your contract documents to:

Academy for Professional Excellence
6505 Alvarado Road, Suite 107
San Diego, CA 92120-5010
(Attn: Jose)

Let us know if you have any questions!

Please check out the current [Tribal Star Enewsletter](#). It includes exciting updates and information from our sister program, Tribal Star.



MEGA CONTRACTS

Many of you were on mega consulting agreements last fiscal year, if you trained or coached regularly, and exceeded a certain dollar amount. We will be more slowly implementing mega consulting agreements in the new fiscal that started in July. The Foundation is currently setting up various funds and fund numbers, and we are concurrently conducting internal contract meetings to identify service needs and who may warrant a mega consulting agreement. Some other unknown factors include the full implementation of Common Core 3.0, who will be training what classes, and how this factors in. So, thanks for your patience while we figure all of this out. As we identify those trainers who need to be on mega consulting agreements for this fiscal year, we will reach out to you individually. In the meantime, you will most likely receive individual contracts for the fabulous services you provide.

BEING GREEN

The Academy for Professional Excellence is working towards being more GREEN as an organization, exploring ways to decrease waste and our environmental footprint, as well as increasing efficiency, demonstrating excellence and trying to be good neighbors.

What do these efforts mean for Trainers? For Common Core 3.0 and all other standardized training's hosted by PCWTA, be informed that we will only print and provide the materials that are required for the training delivery. All other materials will be available to participants via the [website](#). Please be advised that additional copies of materials requested by trainers on the day of training will not be provided unless a necessary item is identified as missing from the materials. If you have any questions or need additional information about materials that are printed for each training or to verify what will be printed and provided in the training room please contact the Curriculum Coordinator, Jenee Northcutt.



COACHING CORNER



This Coaching Corner will talk a little about the direction coaching is going in relation to supporting supervisors and resources you may be interested in. First, after focusing coaching efforts for some time now on the models contained in The Coaching Toolkit for Child Welfare Practice, we have been branching out a bit. Several counties have been interested in more support for supervisors, both as individuals and as management team members. One lesson we have learned from collaborating with Leaders In Action is that The Coaching Habit (Stanier) offers a much more accessible coaching model for supervisors and managers to integrate into their work. It has good advice for professional coaches too! There are many newly promoted supervisors who need support. An internet search for “Yale Program Supervision” will get you to a project at Yale’s School of Medicine on Supervision in Health and Human Services. In the lower right corner, you can download their paper published in the Clinical Social Work Journal on the model (Strengthening Supervision in Systems of Care: Exemplary Practices in Empirically supported Treatments; Hoge, Migdole, et al). It is a good, well researched model that a coach could use to help supervisors make sure they are hitting the essential tasks. When supervisors are striving to create a “learning culture” in their unit, it can be a challenge to bring others along for the journey. Change Your Questions Change your Life (Adams) presents an amazingly simple, yet profound, framework for moving organizational culture in a positive direction. You’ll find the book in the business section and the material is presented in a workplace “fable”, but it also contains a section for coaches in the back that serves as a summary and a graphic you can download to use in conversations with peers and staff. If your county has embraced the StrengthsFinder Assessment, Strengths Based Leadership (Rath) is useful for understanding how supervisors can be effective from a variety of approaches. Helping them lean in on the themes that they have in healthy, supportive ways is good for them AND their staff. Even if you county is not using SF, the research on the four needs of followers (trust, compassion, stability, and hope) has served as a useful conversation starter to get supervisors to consider “blind spots” they may need to consider and work on. Finally, two books that make a powerful combination are The Advantage (Lencioni) and The Science of Trust (Gottman). Lencioni makes a strong case that leaders need to establish and maintain what he calls “vulnerability-based” trust amongst themselves, and then goes on to describe a number of other disciplines and actions that contribute to the healthiest and most productive organizations he has worked with. But the concrete actions steps on creating that kind of trust are pretty limited (powerful, but limited). The Science of Trust breaks down the extensive research on the dynamics between dyads (couples, siblings, etc.) done in university settings to reveal the actual building blocks of establishing and maintaining trust. Gottman’s ATTUNEMENT model is a little too much for the workplace, but the social/emotional awareness he talks about is very applicable, and learning to “listen non-defensively” is foundational. He also presents a “flowchart” for relationship success/failure that has a striking resemblance to the Choice Map in Change Your Questions Change Your Life (nothing new under the sun, right?). We hope this reading list gives you some ideas about the ways in which we are expanding our knowledge and tools to support supervisor and leaders in Child Welfare!

Previous articles

The momentum of coaching just keeps building across the Southern California Region. Practice Consultants are enjoying opportunities to provide individual and group coaching to: Social Workers; Domestic Violence Counselors; Parent Partners; Clerical; Supervisors; Managers; and Leadership, including one

Director. Through multiple venues both In the office and out in the field, Practice Consultants are providing coaching support to Child Welfare staff as they “try on” new tools and strategies to deepen their practice with children and families.

Where are the Practice Consultants on a day to day basis?

Coaching to support the critical thinking and parallel processes in the office:

- Risk Assessment Meetings
- Case Consultations
- Unit Meetings
- Leadership Meetings
- Supervisor Leadership Circles

Coaching to support to Social Workers as they take new tools and strategies “out in the field” in their collaborative work with children and families.

- Home Visits
- Child and Family Team Meetings
- Safety Mappings
- Safety Planning and Safety Network Meetings

As we have highlighted previously, we love our jobs!

“What I enjoy most about my role as an SOP coach is how I am able to participate in meaningful and necessary upgrades to practice which empower the families to use their lived experience and support system to identify ways they have already succeeded and apply them to any present concerns. I also love the opportunity to find ways to have honest, authentic discussions about harm and danger while also helping social workers to talk about safety in clear, behaviorally specific terms so the families can know how to successfully provide safety for their children.” ~Steven Wells, MC Practice Consultant Orange County.

What is the impact of the coaching process?

“Thank you so much for your time today, it was very helpful to me. I felt stuck with this one, and now I believe I have cleared my thoughts and can look at it with a new lens. It truly takes a team to make this system work well for our families.” ~Email from San Diego Social Worker to Practice Consultant Laurie Fortin, MSW

“Chocolate makes life better. You make life better here for me!” ~Sticky note left on a coaching satisfaction survey for Practice Consultant Lilli Miles.

We have a plethora of success stories across the counties to share and will soon be distributing a newsletter “Stories from the Field.” Here is a glimpse of a few of those stories.

COACHING CORNER CONTINUED...

Anecdotal Success In Lowering Caseloads Through SOP Implementation

This is the anecdotal buzz in Yucca Valley where they have experienced a 7% decline in cases, despite an increase in referrals and case filings. Charlie Leslie, Manager, expresses with enthusiasm that she and the supervisors in Yucca Valley attribute this decline in cases.... to the successful use of Safety Organized Practice with families.

Wayne Rutledge, PCWTA Practice Consultant explored “what’s working well” with Ms. Leslie and the supervisors regarding SOP implementation in Yucca Valley. Here are the highlights of what they say:

SOP provides the Social Worker and Supervisor with increased clarity earlier in the case. This clarity enables the worker to form a more accurate assessment of the families and work more effectively towards reunification and permanency. SOP supports the supervisors and workers to sort out Complicating Factors from Danger.

Through participation in Coaching, supervisors and workers engage in a critical thinking process, surfacing powerful questions to provide a more accurate assessment of the family’s progress and overall functioning.

Choose An SOP Tool And Try It On

We know that Child Welfare Workers are busy and juggling many responsibilities, and implementation of new practice can be overwhelming. ***Just try it on!***

In the Barstow Office, SSP Cherish Bright participated in coaching with PCWTA Practice Consultant Bill James, to “try on” powerful and solution focused questions in her effort to reconnect a mother with her safety network. The mother had distanced herself from her safety network and this was extremely worrisome for the Social Worker. Ms. Bright was concerned that communication would be ineffective as her previous communication and relationship with the mother was not very good.

What did this look like?

In the coaching session the Bill and Ms. Bright explored how to utilize powerful and solution focused questions to elicit “what’s working well, what are the worries and what are the next steps” with regard to the mother’s safety network. Together, they placed a phone call to the mother and successfully engaged the mother in a conversation about how her safety network could support her (instead of IF they could help) and identified next steps in her connection to this network.

The phone call was a success! The mother not only agreed to reconnect with her safety network she provided contact names and phone numbers as well.

Then the mother THANKED the Social Worker for her help at the end of the phone call.

What was the impact for this Social Worker who took the initiative to “try on” powerful and solution focused questions?

The Social Worker stated she had never had a better more productive conversation with the mother, and she certainly never has had the mother thank her for anything.

The Social Worker stated to the CW Director that she felt so hopeful after the session and she got the best night’s sleep she has had in ages.

TakeAways from This Success

When workers feel confident about having a Network, they are less anxious and more hopeful about the impact they are having in the lives of families.

The Social Worker was able to help a family engage their network by using solution focused questions to guide the change work that needed to happen.

When a Social Worker lands on good practice and develops good working relationships with families, it aligns with our values as well as Safety Organized Practice.

Stay Tuned for more “Stories from the Field!”

A VERY SPECIAL T4T SERIES

Public Child Welfare Training Academy is pleased to announce a certificate program for those wishing to develop knowledge and skills in the art of training.

If you have expertise in a subject matter, and you wish to learn or enhance your training skills, so that you can more effectively train on your subject matter, this series of Training for Trainers classes can help you achieve your goal.

Periodically, a full day class will be given that covers the spectrum of classroom training. Take all four, and you can obtain a certificate in completing the Training for Trainers program at the Public Child Welfare Training Academy.



Day 1: Training for Trainers' Skill Development: Training and Adult Learning Theory This class introduces participants to the role of training in an organization, training theory and adult learning theory. It also provides the foundation for understanding how training fits into the "big picture" as well as knowledge needed in engaging adult learners in the classroom setting.

10/17/2018 at our Academy Training Room in Riverside

Day 2: Training for Trainers' Skill Development: Curriculum Design This class introduces basic and advanced curriculum design. Features such as developing assessment of training needs, developing learning objectives, sequencing of content, researching for your topic and developing activities for individuals, small and large groups will be explored. Additionally, information on selecting multimedia to complement your training will be discussed.

01/18/19 at our Academy Training Room in San Diego

10/17/18	Adult Learning Theory	Riverside
01/18/19	Curriculum Design	San Diego
03/08/19	Presentation and Facilitation Skills	Riverside

California Curriculum and Training Updates

Welcome to a new fiscal year and new opportunities for training and workforce development. There are several curriculums throughout the state that will have a new or revised curriculum component this fiscal year. These include:

Common Core 3.0. – The statewide Curriculum Development Oversight Group (CDOG) has been diligent reviewing the learning objectives, content, and feedback regarding Core 3.0 implementation that began in February 2017. There are plans to revise the curriculum implement revisions by July 1, 2019. The eLearning's, classroom content, and field activities are all being reviewed and potentially may be revised to better meet new worker training needs.

CANS – The Child and Adolescent Needs and Strengths tool will be implemented throughout California starting this fiscal year. The Praed foundation is providing Training for Trainings around the state for regional academy trainer staff to prepare are trainers to train the child welfare workforce on the tool. There are 3 types of CANS trainings that will be available to be delivered throughout the region/state:

- 1 full day CANS Overview Training
- 1/2 day Case planning with CANS
- 1/2 day CANS for Supervisors

CWS Supervisor Core - The state and CALSWEC are in the process of revising Supervisor Core for Child Welfare staff. The goal is to have Supervisor Core training standardized across the state. There will be a total of 10 days of training in Supervisor Core. The request for proposal were reviewed in July and development of the training is scheduled to take place through Oct/Nov. 2018. A small group from across the state will observe pilots of the training and the goal is to have the new version of Supervisor Core ready for roll out across the state by July 2019.

CWS Cares – CWS/CMS has a new name. There is currently a workgroup working on updating the CWS system as the system will be going web based. The state indicates that there will be limited training needed and/or available for the upgraded system.

PCWTA will also continue to develop curriculum for e-learnings, micro-learnings, simulations, etc. for counties and the region as needed or requested.

If you have any question about any of the information regarding statewide curriculums listed above please contact ashackelford@sdsu.edu or (619) 594-3296.



UPCOMING CONFERENCES

[37th Annual California SIDS/SUIDS Conference](#)



37TH ANNUAL CALIFORNIA
SIDS/SUID CONFERENCE
October 4, 2018

SIDS Coordinator/PHP Meeting
California SIDS Advisory Council Meeting
October 3, 2018



SAFE & TOGETHER
6TH ANNUAL CONFERENCE
Domestic Violence and Children

October 3-5, 2018
Sheraton Gunter Hotel
San Antonio, Texas

[Safe & Together 6th Annual Conference](#)



**ADVOCACY
IN ACTION
CONFERENCE**

Nov. 12 | National Harbor, MD
Nov. 13 | Hill Day, Washington D.C.



NAADAC
NAADAC.ORG
THE ASSOCIATION FOR ADDICTION PROFESSIONALS

[2018 Advocacy In Action Conference & Hill Day](#)

[Neuroleadership Summit](#)



Invent the Future: Big Ideas, Breakthrough Practices

OCT 4 - 5 | NEUROLEADERSHIP[™]
2018 | **SUMMIT**
NEW YORK CITY | SHERATON TIMES SQUARE



WHO DOES WHAT AT PCWTA?

PCWTA ONLINE

For more information about PCWTA, visit the PCWTA program pages of the Academy website.

For contact information about PCWTA staff, who does what at PCWTA and biographical information, see the [Academy's staff directory](#).

As we have added staff and changed some roles, we thought it might be helpful to give you a "Practical Guide for Who to Contact, And Who I Might Hear From or See" in PCWTA.

Program Director: **Dawn Schoonhoven Scott** is our fearless leader.

Managers: **Anzette Shackelford**, our Training Development Manager, is responsible for ongoing trainer development, implementation of training policies, providing oversight for curriculum development, including Core 3.0, and specific special projects. **Renee Duci**, our Training Operations Manager, oversees all aspects of training operations in our counties. **Nancy Satterwhite** is our County Consultant Manager. Nancy plans, organizes and directs the work and duties of the County Consultants. **Jenni Ahsing** is our Practice Consultant Manager and manages the coaching teams.

County Consultants do training needs assessment with their assigned counties and trainers may hear from them if they possess a training topic expertise that fits their county's request. PCWTA County Consultants are **Anzette Shackelford** (Orange and Imperial), **Nancy Satterwhite** (Riverside), **Jenni Ahsing** (San Diego) and **Amy Jaffe** (Los Angeles and Ventura).

Training and Curriculum Coordinators work on scheduling, contracting, advertising and curriculum development. **Frances Arnal** schedules for Riverside, San Bernardino and Orange County. **Michelle Hofer** does the same for Regional, San Diego, and Imperial, and **Michelle Darden** covers training for Los Angeles and Ventura counties. **Jenee-Maree Northcutt** does orientation of new trainers and works with trainers around curriculum development and implementation. **Adam Renteria** is our Workforce Development Coordinator. He reviews existing curricula and training tools for PCWTA and helps implement best practice for workforce development.

Val Ryan is our eLearning development/

instructional design guru. **Erik Casas** is our IT Assistant in Riverside.

Program Coordinator **Wanjiru Golly** is our Cultural Responsiveness Academy (CRA) Coordinator.

Training Operations Assistants cover training in county or PCWTA sites and will be the people trainers will see most. They include **Cynthia Ebron** (PCWTA Riverside Training Site Coordinator), **Devin Anecchini** (Riverside), **Michelle Adair** (Regional Inland), **Chrystine Zamudio-Snow** (Orange), **Sarah Devore** (San Diego) and **Shaundra Jones** (Riverside).

Practice Consultants coach and mentor staff in counties and in the field. The Supervising Practice Consultant is **Bill James**. **Wayne Rutledge**, **Lilli Miles**, **Kate Bedwell**, **Nichole Diggs**, **Nicole Heesen** and **Laurie Fortin** are our Practice Consultants on staff. If you are interested in contract coaching opportunities in one of our counties, please contact Bill or Jenni.

Program Assistant **Leanne Thiltgen** keeps us organized and does pretty much everything to ensure we are on track and running smoothly, with all the correct materials!

We welcome **Mechelle Robinson** as the new CANS Practice Implementation Consultant. We also welcome **Adrian Gomez** as the new Training Operations Assistant for San Diego. **Carl Deertz** got promoted to Assistant Training Coordinator (CANS). **Shaundra Jones** also got promoted to Assistant Training Coordinator (CRA).



PCWTA is a program of the Academy for Professional Excellence at San Diego State University School of Social Work in collaboration with our university partners, CSU San Bernardino, Loma Linda University and CSU Fullerton.

