

# Child Welfare Development Services Newsletter

## Editor's Notes

**W**e here at CWDS hope you and your loved ones are staying safe and healthy and are able to take some time to enjoy the sunshine and spring weather. We recognize this is a challenging time. We are dedicated to working with our stakeholders to move our work forward and appreciate your patience. Stay safe.

Best,  
Your Editor,  
Jenee

Spring 2020



<b>TABLE OF CONTENTS</b>	
Editor's Notes.....	1
Trainer Tips.....	2
Trainer Kudos/CANS.....	3
Training Schedule.....	4
Discussion with Dawn.....	5
Contractor Tidbits.....	6
SOP/Coaching Corner.....	7
Statewide Curricula Updates.....	8
Critical Race Theory/Self Care.....	9
Conferences.....	11
CWDS Contacts.....	12

## TRAINER TIPS: Coping with the Unexpected

This is an ongoing series of excerpts taken from a book titled “2000 Tips for Trainers and Staff Developers” by Phil Race, 77-78.

Your reputation as a trainer will depend not only on your professional expertise, but on your ability to be seen to cope with the unexpected, calmly, professionally and with humor and dignity. The following suggestions may help you to attain this image.

**Welcome the unexpected.** Life is full of the unexpected. It is only an enemy if we resist it. Look at it this way: a ‘competent’ trainer works within what is expected; a ‘professional’ trainer can work within whatever turns up. Aim to be able to cope with anything. (Don’t worry that you don’t succeed every time- no one can.)

**Harness the unexpected.** Work out what it really means. Define it. Put it into words that everyone shares the meaning of.

**Turn the unexpected into ‘issues’ and ‘questions’.** Add these to the questions and issues upon which your training event is based. Sometimes, the things that arise from the unexpected developments are more important than the original issues or questions that your training event was meant to address.

**See everyone’s views.** When the unexpected turns up, don’t feel that you are obliged to have all the answers up your sleeve. It can be the ideal opportunity to say ‘I don’t really know- what do you think?’ to your participants. They will respect you all the more for this.

**Legitimize the unexpected.** When important matters turn up ‘unexpectedly’, add these formally to the agenda of your training session. Turn them into additional objectives or intended outcomes.

**Ask for the unexpected.** Keep asking. ‘What *else* may we need to be able to deal with?’ When the ‘unexpected’ comes directly from your training event participants, they already have a sense of ownership of it and are all the more willing to try to work out ways of handling it.

**Be prepared for the unexpected.** As a training event facilitator, be ready for all the things that *could* happen- overhead projector bulbs blowing, power cuts, a pneumatic drill starting up

outside the window, coffee not arriving at all and so on. Always have something else in mind that can limit the damage of the unexpected.

**Capitalize on the unexpected.** Shamelessly draw learning points from the ways that the unexpected has been successfully handled. Participants will remember the way (for example) that you turned the three fire alarms in one morning (due to a fault in the circuit) into a learning exercise. One trainer recently insisted that the fire-bells needed to be at least 20 decibels more audible in the training room to meet occupational health and safety standards.

**Remember that the unexpected is *shared*.** The unexpected can help bring you closer to your participants. It can help you confirm your role as a ‘benevolent leader’. It can help them gain respect for your judgement and decisiveness.

**Always have a ‘Plan B’!** When it is quite clear that unexpected factors have made your original plan unworkable, let it show that you had in mind all the time an alternative way for the aims of your training session to be achieved.



## KUDOS

- Big thank you to **all the contract trainers in LA** who have been training in the Antelope Valley area. There was a push to provide additional support to the 2 field offices in this part of LA and we had to schedule several trainings in a short period of time. I appreciate your flexibility, professionalism and willingness to support this area of LA
- **Sarah Kneeland** is working on a 3-part SDM microlearning series for us for the SD County contract. Sarah sent us the content for the 1st micro on Safety Assessments and it is really well done. I can see how

helpful this is going to be for SD staff. Great job Sarah!

- **Diana Shreckengost** developed the microlearning curriculum for "Quality Supervision", one of the 6 micros we are producing for the SD County contract. This is Diana's first microlearning and she hit it out of the park. I am impressed with how well Diana crafted this content for the microlearning format. It's definitely going to be a super helpful training product for San Diego County.

## CANS

We started to train the revised curricula for our county partners. CalSWEC will continue to work on uploading the curricula onto their site but in the interim, certified trainers have been given access to a Google Drive in order to view the revised curricula. CWDS is looking into hosting a T4T. Updates will be provided as details are confirmed.

Mechelle Robinson, Carl Deertz, Frances Arnal, and Michelle Hofer continue to schedule the county specific trainings. Our county partners will receive the same number of training days as last fiscal year:

Imperial - one day

Los Angeles - 91 days

Orange - 14 days

Riverside - 13 days

San Bernardino - 12 days

San Diego - 18 days

### CFT/CANS Implementation Team:

- o [CANS' flyer](#) has been finalized and released on the CDSS website (CANS webpage)
- o [CFT video](#) is ready and on the website as well; the Spanish version is coming soon
- o [CFT Youth brochure](#) was released; it now reflects the CANS and have some SOP language as well. The brochure has the look and feel as the CANS flyer and

CFT video.

### Planning For Regional CFT/CANS Convenings:

- o Who - Interagency CFT/CANS planning teams for county within a region
- o What - five regionally-based meetings that will be planned and supported: BAA, Central, Northern, Southern, LA
- o When - May-July 2020 (specific dates TBD)
  - § Guide for Regional meetings-shared outcomes:
    - Ø Clarify practice expectations regarding integration of CANS into the decision-making within child and family teams
    - Ø Peer-to-peer learning about best practices, innovations and solutions for quality integrated CFT/CANS practice
    - Ø Generate preliminary actions steps using available implementation materials and tools to help move integrated CFT/CANS practice forward

# TRAINING SCHEDULE

## A Message to Our Stakeholders and Friends

Academy stakeholders and friends, please be advised that the health and well-being of our employees, contractors, customers, and the community at large are our top priorities. Therefore, in response to the Gathering Guidance released on 3/11 by the California Department of Public Health in response to the COVID-19, the Academy has canceled all in-person trainings per the guidelines effective March 13 through April 30, 2020. All coaching sessions have been shifted to a virtual platform for this timeframe as well. Prior communication has already gone out to contractors, trainees, and stakeholders advising them of these cancellations. Please note that Academy/Program staff remain available to answer questions and provide feedback, however in accordance with more recent guidelines from our university, all non-essential employees are working remotely from their homes to minimize the spread of COVID-19.

At this time we are exploring the option of virtual training deliveries in conjunction with our county partners for courses deemed most essential. Each Academy program is currently assessing the viability of this option for cancelled deliveries.

Please note that the Academy is continuing to schedule training events after April 30, 2020. However, delivery of these events will be contingent on the aforementioned Gathering Guidance protocols being lifted. We will reschedule in-person trainings once the restrictions are lifted.

Please take good care of yourselves as well as one another, and contact us for any questions or concerns.





# CONVERSATIONS WITH DAWN

CWDS partners,

I hope this email finds you and your loved ones safe and healthy in these challenging times. Our team has been diligently working to support one another and also to respond to the current and changing needs of our Southern counties. The highest priority need is for line worker core classes so that our county partners can continue to develop their new workers and address growing staffing needs. Our team has taken several steps to prepare before going live with a virtual offering of core classes including:

Surveying county partners to assess their readiness and capacity to participate in virtual offerings

Surveying core trainers to assess who is interested in modifying core classes and delivering them in a virtual setting

Developing and delivering a webinar on hosting a training using the Zoom platform

Developing and planning a delivery of a training on how to modify curriculum designed for the classroom so it can be effectively delivered in a virtual setting

It is our goal to continue to equip our trainers to deliver a quality product so that new workers develop the necessary skills to do the work. We are also exploring virtual offerings of some high priority advanced and ongoing trainings and once we have the virtual core ready to pilot in the next few weeks we will move onto planning for virtual advanced training. Thank you to those of you who have expressed interest in collaborating with us on this work!

This is indeed a time of change and we are evolving as an organization and as a team. What has made me so proud of our Academy team and each of our partners is the way in which we are looking at these circumstances as an opportunity for innovation. More than once I have heard members of my team reference how we are being pushed to think differently about our work and that this is not necessarily a bad thing. Our team is pausing to think about how our business model might be improved, how our services might be streamlined and how our counties might benefit based on the work we are putting in today to meet their changing needs. Finding the opportunity for growth in the midst of crisis is not easy to do, but it has the potential to make a great impact in the future..

Thank you for your flexibility, creativity and willingness to innovate with us. We could not do the work that we do - certainly not in these types of challenging times - without you.

Dawn



# IMPORTANT INFORMATION FOR TRAINERS

## AB 5 Update:

SDSU Research Foundation has partnered with Innovative Employee Solutions (IES) to serve as the legal Employer of Record for all Academy Consultants who do not qualify to be hired as independent contractors per the new requirements associated with AB 5. IES will provide payroll support, HR assistance, access to benefits for those who qualify, 401k account access, worker's compensation, disability, and unemployment insurance. The Academy's Contracts Team will be working with IES to begin onboarding our contractors with IES the week of 3/23 and will be doing this in batches based on when your next delivery is scheduled to occur. Our plan is to have all existing contractors onboarded with IES by May 1st. You will be receiving a follow up message from IES next week. That communication will provide you with detailed instructions as to how to complete "new hire" paperwork necessary for you to receive payments from their payroll system. This initial onboarding process can be done remotely and it typically takes no more than 5 days to complete once the process has been initiated. Our partners at IES are working to make this process as simple and streamlined as possible. The partnership between SDSU Research Foundation's Academy for Professional Excellence and IES is built on a mutual commitment to you as the employee. Our Academy staff will continue to provide you day to day guidance, while IES will support your HR, payroll and benefits needs.

## MICRO-LEARNINGS

CWDS continues to develop microlearning courses for child welfare social workers as a way to provide training content and learning support in short, targeted segments. We completed 2 new microlearning courses in the last quarter of FY18-19:

*Introduction to Supporting LGBTQ+ Youth:* Designed for San Diego County Child Welfare Services, this microlearning teaches social workers about their role as a child welfare worker when working with LGBTQ+ youth and how they can best support them.

*From No One to Network:* Designed for Ventura County Children and Family Services, this microlearning is designed to show social workers how to talk with parents and families to identify networks of support.

You can view all of our microlearnings on the [CWDS Microlearnings webpage](#).

**Website Update! You may have noticed our [website](#) has a new look! Please note we will be making ongoing changes to make the website friendlier, more efficient and more comprehensive.**



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

The logo for Tribal Star, featuring the words "Tribal STAR" in a stylized, outlined font. The background is a red banner with a yellow and black geometric pattern behind the text.

## COACHING CORNER: Self-Care as Self-Talk

Self-care can be more than a pampering massage or a night out with friends. While massages and date nights can be useful ways to engage in self-care, they often require time, travel and money, which is not always available. For this reason, self-talk should be a first choice for self-care. Self-talk is free and it is available to anyone, anywhere, and anytime. A person's internal voice is an important factor in mood regulation, well-being and resiliency. When a person uses name-calling, negative statements, judgements and discouragement in their self-talk routine, it can heighten stress and lead to destructive behaviors. Alternatively, positive self-talk such as encouraging and affirmative statements, compassionate explanations, and words of hope all work to build one's capacity for resiliency and well-being. Yet, "self-questioning" (which I define as using positive or neutral language to ask questions of oneself in relation to a negative idea or experience) may be more powerful because it causes a person to find solutions to problems as they engage in self-talk. When a person engages finding solutions in self-talk, it makes sense that they would also be working toward building their capacity for resiliency. So, the more negative self-talk a person can replace with positive self-questioning, the more gained experience with operating from a solution-focused standpoint. It is within that very solution-focused mindset that empowerment, well-being and resiliency thrive. Consider the following examples of negative self-talk and some ideas for alternative positive self-questioning:

<p><u>Negative self-talk</u> I am so stupid They must not like me  I can't/won't do it That's the way it is</p>	<p><u>Positive self-questioning alternative</u> What am I missing here? How would I see myself if I were in their shoes? What can I do or am I willing to do? Where can I make a small change in this?</p>
---	--

Using positive self-questioning promotes self care by serving as an effective alternative to tendencies toward negative-self talk. Asking questions with a positive tone can be done regularly throughout the day and does not solely depend on dedicated time, space or other resources.

Some good questions for you to begin this work is to explore these questions:

If others were able to hear what you say to yourself (silently or aloud) throughout the course of the day, what would they think? How does the way you talk to yourself make you feel and what is the outcome of that feeling? What is the long-term impact of my self-care routine?

For more on this topic, here are a few resources that may prove useful—

### [Worksheets](#)

#### Books

Change Your Questions, Change Your Life: 12 Powerful Tools for Leadership, Coaching and Life by Marilee Adams

#### Videos

[Uncommon Sense: Moving from a Problem-Focused to Solution-Focused Mindset by Mel Gill](#)

# SOP

A lot has changed since Safety Organized Practice (SOP) was first implemented in the state of California. The Core Practice Model did not yet exist and the Core training every new social worker receives as they begin their career in Child Welfare, was not using SOP language. As an Academy, we have watched the counties across the Southern Region move through SOP implementation and expand the practices across all Child Welfare programs. As a result, we are pleased to release the redesigned online training "Introduction to Safety Organized Practice".

The updated training walks learners through many of the core concepts that makes up SOP. Additionally, the training allows learners to reflect upon their specific

role in Child Welfare and do a bit of practice. So, whether someone is a social worker in permanency or a support staff who works with families in the lobby or a Court or Community Partner, they will be able to apply the material to their day to day work. The online course will take about 90-minutes to complete. The training is still a prerequisite to the Safety Organized Practice Overview in person training and can also be completed as a standalone for those who just want to see what SOP is about. Reach out to us to learn more!



# California Statewide Curriculum Updates

## Common Core 3.0 | Supervisor Core | CWS Cares

### Core 3.0

Revisions to Core 3.0 are still pending, including revisions to the 100 level, 200 level, and Field Activities. An entity was recently identified by the state via the RFP process to work with the Curriculum Development and Oversight Group (CDOG) to revise and update all components of the curriculum. CDSS and CalSWEC will be working with the identified entity to discuss the process and time frame for revisions. The delivery schedule of Core will remain the same until revisions to curriculum have been completed and the upgraded version is required to be implemented.

### CWS Supervisor Core

The newly revised, standardized CA Supervisor Core curriculum is being delivered across the region. CWDS began its first delivery of Days 1-2 on January 21 and 22, 2020. Supervisor Core training is typically delivered in 2 day modules for 5 months, therefore the first initial roll out of CWDS's delivery will be completed on May 19-20, 2020. Supervisor Core training now includes a pre-test on day 1 and a post test on day 10 as well as CalSWEC participant surveys on even numbered days for days 1-6 (Days 2, 4, and 6) and at the end of each day for Days 7-10 (Days 7, 8, 9, and 10). Participants will also be asked to complete the CWDS end of day feedback survey after the following modules: 2, 4, 6, 7, 8, 9, and 10. Data is

being collected in various forms to inform the state of the effectiveness of the new standardized curriculum for Supervisors in Child Welfare in California.

A second content overview to build trainer capacity throughout the state is scheduled for April 30 – May, 1 2020 (time and location TBD). Only trainers who meet the required criteria to train Supervisor Core are eligible to participate in the required overview training. The California statewide Supervisor Core includes 10 full days of classroom training.

### CWS-CARES

Training and full implementation and integration of the CWS Cares program remains on hold. Counties will need to discuss training possibilities and training needs with their RTA's once training content is fully available.

The Academy CWDS Program continues to develop curriculum for e-learnings, micro-learnings, simulations, etc. for counties and the region as needed and/or as per request. For more information about curriculum and training available through CWDS please go to: CWDS Curriculum and Training Request Page

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

**A message from CalSWEC regarding COVID-19:** In light of COVID-19 disruptions to training deliveries, all statewide training evaluations will be temporarily suspended until further notice.



## Family First Preservation Services Act (FFPSA)

We will be holding a webinar on March 30th at 10:00 am to discuss how the AB2083 - System of Care planning support planning for Family First Prevention Services Act planning. Anyone interested in attending may register by emailing the academy helpdesk at [academylms@sdsu.edu](mailto:academylms@sdsu.edu)



# Critical Race Theory and Intersectionality

This quarter, employees at Academy for Professional Excellence engaged in a shared learning experience around Critical Race Theory and Intersectionality. The discussion was facilitated by our new Workforce Development Coordinator, Charmaine Utz, LCSW, who is passionate about infusing diversity, equity, and inclusion into training and program development. The Academy believes and supports opportunities for our staff to lean into topics such as these as it is important for our own growth as an organization. Our plan is to continue these discussions because we are committed to addressing Diversity and Inclusion in our Agency and with our stakeholders.

Critical Race Theory (CRT) is a critical analysis of how race, racism, systems, and power are deeply intertwined. It calls into question the foundation of liberal order as it relates to the law and institutionalized systems. Intersectionality grew out of the CRT movement. This framework takes into account the intersections of dimensions of diversity and the complexities of their relationships with power, oppression, and privilege. The Academy recognizes that it is essential for us to incorporate these and other important concepts when developing content and providing workforce development services. As we continue to deepen our work in these areas, we are analyzing how the training, coaching, and consultation services we provide incorporate these concepts and utilize diverse contributions. We are looking to create future opportunities to help our CWDS contractors develop and enhance their skills in this area.

If you have any questions about the specific information shared here please contact Charmaine Utz at [cutz@sdsu.edu](mailto:cutz@sdsu.edu).

## How Are You Taking Care of Yourself?

Submitted by CWDS Student Assistant Kayla Kin

In order to keep your body happy and hydrated, we need about 64 oz. of water. That is about eight 8oz. glasses a day. Switch that afternoon drink with a glass of water, or keep tabs on how much water you are drinking. Try to get a little more water in you than the day before. Not only will this help with keeping your immune system strong but it can also help regulate your bowel movements!

Don't forget! The average adult needs 7-9 hours of sleep to be able to perform their best. If you are feeling restless during the night, naps are a good way to support your productivity during the day. The best nap is 20-30 minutes, which will help rejuvenate you and shouldn't interfere with your sleep. A couple of sleeping tips include:

- Creating and maintaining a sleep schedule
- Any amount of exercising
- Disconnecting from your electronics before heading to bed
- Try different relaxing techniques
- Meditation is a great way to give yourself just five minutes of your day. A couple of great meditation apps include: Calm, Aura, Insight Timer
- Breathing can also help you re-center yourself after a long day or stressful situation. A couple of great breathing apps include: Headspace, Breathe2Relax, Breathing Zone
- Or doing an activity that brings you joy, such as taking a walk, having conversations with your kids or family

members, or reading a book.

- Yoga can help you get in tune with your body and body movements whether you are tired of sitting at work all day, or just need a little movement in your life. A couple of great yoga apps include: Pocket Yoga, Daily Yoga, Simply Yoga
- Exercising can allow you to release some energy that has been stored up. A couple of great exercising apps include: Jefit, SWORKit, Charity Miles

If you find that you are not interested in these, you could try to give yourself three minutes of lying on the floor and scanning how your body feels. You might notice that there is tension around certain areas and just focus on relaxing those body parts, while taking deep breaths. (You'll want more than three minutes, trust me!)

These are also great ways to connect with people from your community! I encourage you to try to find a community yoga class, meditation group, or something else that you enjoy doing!

**I hope these tips help and that you notice yourself being more engaged with your mind and body.**

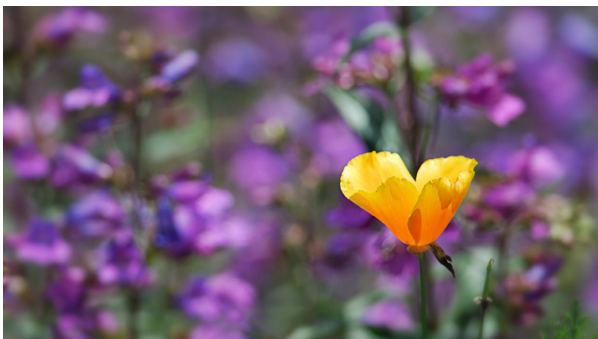


# UPCOMING CONFERENCES

#MeTooLGBTQ Conference 2020  
May 2, San Diego



National Coaching Conference: "Coaching in Bloom" May 5-6, UC Davis



Gender Odyssey: "Exploring Gender Together."

June 18 - 21



2020 National Tribal TANF Institute: "Our Families, Our Future: Connecting Communities of Care."

July 20 -23, Sacramento



*Please check the respective websites for each conference to confirm the event, in light of COVID-19.*

# WHO DOES WHAT AT CWDS?

## CWDS ONLINE

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

For contact information about CWDS staff, who does what at CWDS 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 CWDS.

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. CWDS County Consultants are **Nancy Satterwhite** (Riverside), **Erika Tucker** (San Bernardino and Orange Counties), **Cristina Padilla** (San Diego County) 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 onboarding of new contractors and works with trainers around curriculum development and implementation. **Charmaine Utz** reviews curriculum and represents us at state meetings. **Lynette Lopez** assists with all things 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 CWDS sites and will be the people trainers will see most. They include **Cynthia Ebron** (CWDS Riverside Training Site Coordinator), **Michelle Adair** (Regional Inland), **Kendall Yamane** (Riverside), **Marina Cunningham** (Riverside) (**Christine Zamudio-Snow** (Orange), **Adrian Gomez** (San Diego), **C.C. Baker** (San Diego) . **Carl Deertz** is the Assistant Training Coordinator (CANS and CRA)

Practice Consultants coach and mentor staff in counties and in the field. The Supervising Practice Consultants are **Nicole Heesen** and **Kate Bedwell**. **Wayne Rutledge**, **Lilli Miles**, **Stacy McGee Thomas**, **Nichole Diggs**, **Anna Meyer**, **Janice Boafa**, **Derrin Ford**, **Ellen Perez** and **Laurie Fortin** are our Practice Consultants on staff. If you are interested in contract coaching opportunities in one of our counties, please contact Jenni. **Mechelle Robinson** is our CANS Practice Implementation Consultant and will be transitioning to the role of our Riverside County Consultant.

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 **Charmaine Utz** and **Lynette Lopez!**



CWDS 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.