



Southern Region

**“Quality Training
Leads to
Best Practice”**

TRAINING SCHEDULE

LINEWORKER CORE

Riverside - 5/23-6/24

San Bernardino - 7/5-10/4; 7/28-10/26

San Diego - 7/12-9/6

Orange - 7/19-9/28

REGIONAL-TIER 2 (RTC)

ICWA - 7/7

Values & Ethics - 7/21 (9-12)

Mental Health - 8/31

SUPERVISOR CORE

PCWTA Riverside TC - 4/13-14, 5/11-12, 6/22-23, 7/13-14, 8/10-11

FIELD ADVISOR TRAINING

Riverside/SB - 5/24

Orange - 6/21

Regional make up - 6/29

COACHING FUNDAMENTALS

Riverside/SB - 6/2

Orange/Regional make up - 6/23

CSEC 102 TRAINING

San Diego - 5/10-11

Riverside - 5/11-12

Orange - 5/24-25

San Bernardino - 6/14-15

Imperial - 6/21-22

SOP T4T (invitation only)

Mods 1-4 - 5/23-24 (San Diego)

Mods 5-8 - 6/20-21 (Riverside)

Mods 9-12 - 7/21-22 (San Diego)

SOP 2-day - 8/23-24 (Riverside)

Criminal Background Check Pilot - 6/8-9 (San Diego)

RFA T4T

6/27-28 (PCWTA Riverside TC)



PCWTA Newsletter

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EDITOR'S NOTES

Transition is the theme...

This will be my last newsletter as your Editor. Jenee-Maree Northcutt, our Curriculum Coordinator, will be taking the reins with the August edition. She works closely with our trainers on a variety of issues, so it made sense to transition this publication to her.

The second transition is that I have decided it is time for me to retire, given the advanced age I have attained. Yes, I have become social security eligible, and wanting to take advantage before anything dries up, me or social security benefits, I am acting fast, and plan to exit in September.

I have had a rather eclectic social work career, mostly in the non-profit sector (minus my brief San Diego County CPS stint), and I am grateful

that the last 17 years of it were spent at the Academy.

It has been my great privilege to get to know and work with our dedicated county partners who care about bringing quality training to their colleagues. And sharing this journey with a talented and ever-growing group of staff at the Academy has been truly amazing. But above all else, my greatest joy has been my relationship with you, our trainers! And, ironically, my favorite job duty has been producing this newsletter.

Thanks for all you do, and we hope you have felt the great appreciation we have for you through this publication. We offer information and tips to help you advance your skills as you train others to better protect children. Carry on and continue to say "yes"!



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TRAINER'S CORNER

This quarter our featured trainers are Marc Otto and Peter Dahlin

Mark Otto is the Founder and Principal Consultant of Strengths Consulting LLC, helping companies drive and achieve measurable results by improving relationships. He has worked with 19 different companies along the West Coast in the fields of Biopharmaceuticals, Software, Technology, Education, Insurance, and with County and Social Service agencies. His expertise is Executive Conflict, Measuring and Driving Engagement, Increasing Employee and Team Performance, Employee Development and Wellness/Self Care.

Peter Dahlin is a private consultant, based out of Northern California, providing organizational development, training, and curriculum development services to a variety of organizations throughout the country. He

is passionate about integrating creativity and fun in solving organizational challenges. He has created and taught social worker, supervisor, manager, executive and trainer courses and is a regularly invited presenter to regional and national conferences.

Marc and Peter are being featured for their collaboration on a Leadership Summit for San Diego that you will read more about in our San Diego County Spotlight article. We are very lucky to have such talented trainers and consultants supporting our counties. Strength promoting strength!



Marc Otto



Peter Dahlin

PCWTA is a program of the **Academy for Professional Excellence** at San Diego State University School of Social Work and California State University San Bernardino Department of Social Work.



TRAINER/TRAINING KUDOS



BIG 5 LIST

The following trainers have received perfect "5" scores for overall ratings of the trainer or course on trainee evaluations in this quarter:

- Rachel Thomas
- Scott Johnson
- Frank Tetley
- Peter Dahlin
- Sherry Shockey-Pope
- Laurie Fortin
- Sally Richter
- Michelle Runnels
- Stefanie Nieto Johnson



★ Higher Education kudos go to **Rhoda Smith**. Rhoda has been selected for the 2016-17 Bertha Capen Reynolds Pre-Doctoral Fellowship. She has been honored to receive this residential fellowship sponsored by Smith College School of Social Work. As a result, Rhoda will be moving to Massachusetts in the Fall. We will greatly miss her training skills but happily celebrate this fabulous accomplishment. Good work, Dr. Rhoda!

★ Piloting kudos go to **Crystal Shackelford** for flying the plane on our 200 Level Assessment Block. She took on this challenge as materials were still being finalized. Additionally, she gave us great trainer tips that we are incorporating into the curriculum, to assist all the trainers who will be training this curriculum in the state. We appreciate her

willingness to try this brand new curriculum. So, I guess Crystal not only flew the plane but was also a great flight attendant, giving tips.

★ I can handle any change kudos go to **Lisa McCulloch**, who handled last minute changes to the embedded evaluations for CMI 3.0. Lisa was notified the day before her very first delivery of the new CC 3.0 CMI Skills Lab in-classroom training that the evaluation process had been amended. She handled all of these changes like a pro!

★ Jumping in kudos go to **Monica McCurdy**, our new contract coach for Ventura County. We said we need you and Monica jumped right in. It was wonderful to hear the positive experiences staff began relating within days of you starting! Thanks for setting a new land speed record for excellence in the coaching arena!

★ Chrystine gives home run kudos to **Tamera Trotter** who was thrown a curve ball when she arrived to train the Permanency & Placement Lineworker Core class in Orange County. She was not notified of a change in the evaluation piece of the training, but her positive and flexible attitude were great assets in handling a less than ideal situation. She rolled with a new process and hit the ball out of the park by providing a great training. Thanks Tamera for being a great team player!



T4T CERTIFICATES

The following trainers earned a certificate in our T4T series:

- Tanyel Butler
- Rosalie Gibbons
- Esther Herrera
- Linda Ketterer
- Sarah Kneeland
- Sandra Mastrud
- Richard Puls
- Dawn Vetro
- Sophia Williams

TANTALIZING TRAINER TIDBITS...



INVOICE ALERT!

A new clause is now required to be on all trainer invoices. Please make sure to change your invoice template to include the following: **"By submitting this invoice, Contractor certifies that all services described in this invoice have been completed in accordance with the terms of this agreement"**

MEGA CONTRACTS

The SDSU Research Foundation wants us to now engage in mega consulting agreements with those trainers who we expect to make over \$5000 in this fiscal year.

Anita will be contacting trainers who this applies to and will coordinate the mega consulting scopes and contracts. Once a mega consulting contract is fully executed, Training Coordinators will then email you individual scopes of work for you to sign, scan and email back to us with an invoice.

We expect this process to save a lot of trees! Stay tuned for more updates on this. Please contact Anita if you have any questions.



** PRESS RELEASE! ** GET PAID FASTER! GO DIRECT DEPOSIT!

Trainers can now have your payment directly deposited in your bank account. Download this form and fax it to the Foundation, per the instructions on the form. It's as easy as that! Payment is often faster when you do this, as no mailing is involved. http://www.foundation.sdsu.edu/pdf/ap_dir_dep_authorization.pdf

TRAINERS NO LONGER HAVE TO SIGN INVOICES!

This means you can email your invoice to us as you sign and mail your contract back. Since we submit your signed contract with your invoice for payment, the Foundation concluded that your signature on the contract was sufficient, and didn't need to also be on the invoice. **So, save a tree and start emailing!**



MORE IMPORTANT INFO FOR TRAINERS

Hello Distinguished Trainers,

Below you will find some bulleted items that serve as reminders regarding expectations of trainers:

- All Trainers should always bring Trainer materials for training on a flash drive as materials will not be loaded onto computers in all training locations.
- Trainers should arrive to the training room 45 minutes prior to training to prep for the training day including: 1) checking that materials on flash drive are able to be pulled up and any video's or web links, and sound are working properly.
- Trainers who provide trainings on Advanced, non-standardized topics should bring all materials they have developed and any handouts to the trainings and/or provide an alternative modality for trainees to get the materials (email, Dropbox, etc.). If a trainer wishes to utilize an alternative method for providing materials please inform the training coordinator to ensure participants will have access to the preferred method.
- Trainers should be aware that Wi-Fi/internet is not available at all training sites and if Wi-Fi/internet is needed they should alert the training coordinator when they scheduled to provide training.

Note: Please be advised that the Academy/ PCWTA is moving to an electronic data collection process after 6/30/2016. More information will be provided once the process has been fully automated.



TRAINER FEE INCREASES

by Anzette Shackelford

We have had a lot of inquiries lately regarding increases in trainer fees. Trainers should be advised that increases in trainer fees are first and foremost dependent on the budget allocated for trainings/trainers.

Trainers are evaluated at their 3rd and 10th training and if they meet sufficient standards they are then moved to an annual trainer evaluation schedule. The annual trainer evaluation takes various items into consideration including, but not limited to overall training score for ALL trainings provided, Number of trainings provides, number of topics trained, etc.

The annual trainer evaluation is also the mechanism utilized to determine if a trainer is eligible for an increase in fee, however please be advised that even if a trainer meets all the criteria there is no guarantee of a fee increase after the annual evaluation, as again all increases are dependent on the available budget for the fiscal year. Also, please note that although we are aware that our trainers do excellent work and often inquire about fee increases, the state has not increased the cost of doing business funds for the Academy since the Academy's inception in 1996, and the training budget from the state and other resources fluctuates yearly, and therefore impacts our ability to increase trainer fees regularly.

Thank you for your understanding and for your commitment to providing excellent training to child welfare staff in the Southern, California region.

Please contact me if you have any questions.



CONTRACTS WILL NOW BE SENT BY EMAIL!

Starting in May, we will be emailing you contracts and scopes of work. AND, you can even e-sign them, saving you postage and mailing time!

E-signing is a feature of Adobe XI. You set this up once, create a password for yourself and then you can e-sign away to your heart's content, as many times as you want.

If you do not have Adobe XI, here is a free resource available for download that will allow you to e-sign any documents.

Download "Adobe Reader" for free.

<https://acrobat.adobe.com/us/en/products/pdf-reader.html?promoid=TPQVLCXQ>

If you prefer the old way of printing the contract out, physically signing it, affixing a stamp, addressing an envelope and relying on the US Postal Service, you can still do that. We just wanted to offer another option that would not be so labor intensive to you.

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.

This contracting change will be less relevant to those trainers who are currently on mega consulting agreements, as you only sign one contract and then Training Coordinators email you scopes of work to sign, scan and return, once you are scheduled pursuant to your mega consulting agreement. But we wanted you to know about it too, as e-signing may be available to you when you get your next mega agreement.

DISCUSSION WITH DAWN...GETTING INTO THE SWING OF SPRING

by Dawn Schoonhoven Scott



Happy Spring! I hope this newsletter finds you well. PCWTA is getting into the swing of Spring by preparing for the final quarter of the fiscal year.

We are delivering the last batch of training, coaching, simulations, and curriculum development before the start of the new fiscal year. We are taking time to assess where we are in implementation with our key practices and initiatives such as Safety Organized Practice, Child and Family Teams, Structured Decision Making, Continuum of Care Reform, Resource Family Approval, Continuous Quality Improvement, Case Reviews, and the Statewide Core Practice Model. As we review where we are in implementation of each of these major areas of practice, we are taking stock of what is working well and areas for upgrades and we are recalibrating our work to ensure fidelity, consistency, and sustainable implementation.

We are, of course, also beginning to plan for next year's needs across the Southern region. I have conducted Annual Meetings (along with our Academy Director, Jen Tucker-Tatlow, and our CFO, Jen Baum) with the leadership in each of our counties to assess the needs and areas of high priority for next year. Additionally, our county partners have completed Needs Assessments to guide the development of contracts and our planning for next year. These steps have helped the PCWTA team gather information to shape our team's strategic planning for next year.

By the looks of things, it is going to be a busy year! We are seeing a continued increase in Line Worker Core needs, coaching needs, and advanced training needs. As a result, you will see some additions to our team to ensure we have adequate infrastructure and capacity to meet the increased needs. You may also see communication about additional training for trainers and trainer development opportunities in order to add to our capacity to train, coach, and develop the Southern region child welfare workforce.

This year the PCWTA team spent time focusing on how to understand our individual strengths, learning about key statewide practice trends and research, and building our expertise with new types of workforce development strategies. We are excited to close out this year strong and get ready to tackle all of the opportunities that next year will bring! We are thrilled to have you all as partners in this process and look forward to our continued work together.



AND SOME THOUGHTS ABOUT WORKPLACE SAFETY...

AN OPEN MESSAGE TO OUR TRAINERS WHO TRAIN AT OUR ACADEMY TRAINING ROOMS IN SAN DIEGO...

Forgive us as we grow and not all of our Academy staff are as familiar with our trainers as you have experienced in the past. We are sorry that some of you have been stopped in the hallway and questioned about who you are, or asked to use the bathroom in the lobby.

We want you to know that we appreciate and value your partnership with us, we view you as an extension of our organization, and, as a trainer, we welcome you to use our kitchen and our internal bathroom. Given the elevated concerns regarding workplace safety due to recent acts of violence in the Southern region, we have taken a close look at our office protocols to ensure our staff, trainers, and trainees are safe.

We also know that you frequently like to come to say "hello" to PCWTA staff who you work closely with, and we want you to know that we love it when you do that, and don't want to discourage you from doing so.

So, if anyone on our team happens to see you in the Academy hallways they may ask if you need help as we are working to ensure that our office manager is able to keep up with who is physically in our office building. Please just let them know you are a trainer and who you need to see.

This will assist us in maintaining safety in our workplace.



STATE INITIATIVES IN ACTION REGIONALLY



COMMON CORE 3.0

by Irene Becker

Core 3.0 Implementation continues as we develop, vet, and pilot curricula.

The 200 Level Assessment Block class was piloted in late April and is now in final revisions. Once we receive the final product, we will begin scheduling this course for our counties. All trainees who have taken the 100 Level class, must take the 200 Level class as part of completing Core training. Trainers who train the 100 Level SDM Skills Lab are eligible to train the 200 Level class.

So what is the 200 Level class like? Trainees are grouped into four groups and each group is given a little bit different information on the same family. Trainees use the SDM tools to make their decisions and based on the information given, begin and then through the day make decisions for the family and reach different outcomes. Trainees are using the tools correctly and the different information leads to different decision making.

We debriefed with the trainees who gave us great feedback on how to make this class better! Thanks **San Diego County** and **Crystal Shackelford** for taking this pilot on!

It is our goal as additional pilots are completed and curricula finalized to "get a jump" on full implementation in Feb 2017. We want to have trainers have access, T4T's, and an ability to ask questions as soon as possible, so expect contact from PCWTA staff to gauge your interest in training Core 3.0 classes throughout the rest of the year.

Finally, there is a state requirement that all trainers for Core 3.0 will need to attend a 1 day class in facilitative training, and several webinars on themes that are integrated into Core 3.0. We will be reaching out to trainers to find the best options on delivering the 1 day training (Saturday delivery?) and when webinars will be available (which will be an "anytime, anywhere"). Trainers who train in multiple regions need only take the trainings one time.



RESOURCE FAMILY APPROVAL T4T

by Amy Jaffe

On June 27th and 28th, PCWTA will be holding a T4T in Riverside for trainers who are interested in training the Resource Family Approval (RFA) Academy.

This Academy is a 4 day training that provides an overview of the Resource Family Approval Program as well as the key components of RFA such as Home Environment Assessment, Background Assessment, Permanency Assessment, and Final Written Assessment. Additional topics include handling complaints and investigations of RFA approved homes.

The 2 day T4T will review key activities from the RFA Academy as well as focus on trainer development such as presentation and facilitation skills. Currently PCWTA County Consultants are working with Agency Training and Staff Development to determine recommendations of Agency Staff to attend the T4T.

CHECK OUT OUR NEW CORE 3.0 WEBPAGE!

As a mechanism to keep trainers and our counties informed about Core 3.0, we have developed a Core 3.0 webpage on our website. Thanks to **Jenee Northcutt** for creating and updating our site. Check it out!

Elements of the page include:

- ~ What is Common Core 3.0?
- ~ Latest Updates for Trainers and Counties
- ~ Resources for Trainers
- ~ Curriculum
- ~ FAQ

See the latest news. View our recorded Trainer Forum webinars. Get resources to inform you about current practices when preparing to train Core. Keep yourself up to date.

<http://theacademy.sdsu.edu/programs/pcwta/common-core-3-0/>





TRAINER TIPS...



This is an ongoing series of excerpts taken from a book titled **The Trainer's Handbook for Participative Learning** by Fredric Margolis and Bonnie Swan

Information Sharing Activities

When trainees have the opportunity to participate in information sharing activities, they can share their experiences in dealing with various situations and find out what they have in common with one another. They can also gain valuable knowledge and ideas on how they may handle situations differently or better in the future.



Giving Instructions

It is important that the trainer makes it clear that the purpose of information sharing activities is for trainees to learn from one another. Ensure these activities are focused on discussing solutions. These instructions will help guide the trainees so the activity does not turn into a venting session.

Monitoring

Trainers should carefully monitor these types of activities. Intervene when necessary to ensure all trainees have an opportunity to share and trainee's experiences are not dismissed. It is also important to provide friendly reminders of the purpose of the activity, when needed.



Managing the Reporting Process

Instead of eliciting a full report from each group, ask groups to share their most useful idea. Use specific experiences to illustrate general principles and takeaways. Most of the learning will occur during the activity.

From: Margolis, F., Swan, B. (1999) *The Trainer's Handbook for Participative Learning*. HDR Press, Amherst, MA, 89-90



And Now A Practical Application - WHAT'S IN IT FOR ME?

Information Sharing Activities serve as a way for trainees to learn from each other, not just from the trainer. As many trainings are moving away from lecture-style classroom instruction to facilitative learning, Information Sharing Activities can assist trainees in seeing the value in group facilitation and learning from their peers.

OUR CRUCIAL ROLE DURING EXERCISES

by Bill James

As the time in the classroom becomes more and more focused on skill building and problem solving during exercises, here is a gentle reminder that our role as trainers is just as important during these activities as it is before and after.

It can be tempting to sit down at the front of the room and check email while learners work their way through an exercise, but RESIST THAT URGE!

In order to maximize the learner's experience, we need to circulate throughout the room, observing how the exercise is progressing and where learners might be struggling, providing guidance to correct mistakes, and answering questions that come up. This helps increase the odds of success in several ways.

First, when it is time to debrief the activity with the whole class, we are in a much better position to highlight successes we saw and correct misconceptions that emerged. Second, we communicate with our body language (moving around the room and being engaged ourselves) that the activity is, in fact, important enough to really dive into and get the most out of. Finally, we learn how well the activity lands with the class in case we need to provide feedback to the curriculum developer about upgrades that should be considered in the future.

CULTURAL RESPONSIVENESS ACADEMY (CRA) NEWS...

by Wanjiru Golly

The Cultural Responsiveness Academy (CRA) was established in February 2016, in response to the County of San Diego, Child Welfare Services Agency's awareness that issues including disproportionality, disparity of services, and bias in decision making continue to impact the children and families that are served. The CRA will provide integrated training on cultural responsiveness to improve cultural awareness, and knowledge and skills of CWS staff. And will incorporate evidenced based and multi-modality training methods to assist with transfer of learning and ensure trainees are able to adjust their practice to meet the needs of San Diego County's increasingly diverse population. The CRA trainings will be provided to all levels of staff in CWS including Support Staff, Social Workers, Supervisors, and Managers.

The CRA is a yearlong program that includes 6 one-day trainings delivered over 6 months for each cohort (Support Staff, Supervisors and Social Workers, and Managers). Coaching will be provided to trainees to support application of learning to practice, transfer of learning and development of skills; and also provide support to guide completion of the practicum project. The practicum project will begin after the 6 months of training is completed and it provides the trainees with an opportunity to apply skills and knowledge learned through the CRA in a practice setting. The projects will be presented to County executive leadership at the graduation ceremony.

Community input is valued in developing the topics and learning objectives of the trainings, as we would like to get the Community's perspective on the key areas that need to be addressed. The curriculum committee is made up of community members from agencies that have a relationship with CWS, varied ethnicities, and, also representatives from all levels of CWS staff. The training topics and learning objectives they come up with will be provided to PCWTA trainers who will develop the curriculum and also deliver the training. The trainers as a group will be given the opportunity to determine which of them is best suited to train a topic and also the sequence of the trainings so that they are all aware of what each of them is training. This will also allow for a flow and connection between the topics, and a continuous learning environment for the trainees. There are also opportunities for the trainers to co-train.

Evaluation is an important element of the program and will determine the level of knowledge increase, and transfer of learning from the training room to practice. The evaluation will provide feedback both to the trainees and County leadership regarding the impact of the training, coaching, and practicum on the ability of trainees to work in a culturally responsive manner. Pre and post evaluations are being developed to capture the transfer of learning at both the individual and organizational level.

The first training series is projected to begin in August 2016 and will focus on the African American community. We reached out to our African American trainers and are excited about the passion and commitment they have shown to the CRA. Our trainers are rich in varied experiences, both personal and professional, and this will lead to having a well-rounded knowledge base for the trainees to be exposed to. The CRA has also proven to be a great recruiting tool for trainers as we also have been approached by non-PCWTA trainers that would like to be involved and have begun the process of being classified.

The goal of the CRA is to create an opportunity for the trainees to have an experiential learning experience so that they can gain specific skills that they can use in their daily work activities. Having several different trainers also adds to the trainees being exposed to varied learning experiences and this will translate to their awareness of the richness of the African American community.

Overall the response from the community and trainers has been very positive and they are all eager and excited to be a part of the CRA. This makes my job easier and is also a testament to the fact that people are ready to learn and be involved in the process of tackling the complex issue of disproportionality, disparity of services, and bias in decision making in the Child Welfare Services system.



PCWTA COACHING CORNER

by Kate Bedwell



Safety Organized Practice (SOP) provides tools and strategies for Interviewing Children in a trauma informed approach. Using the Safety House, Three Houses, Wizard and Fairy, children are encouraged to creatively and safely express what and who they need to feel safe, what is working well, what are their worries and what are their dreams. By using Solution Focused Inquiry, Powerful Questions and Appreciative Inquiry, Social Workers have seen success in eliciting information in a way in which children feel safe. The following story is an illustration of the power of these questions and this approach with children,

When Social Worker Melissa Erb of San Bernardino County went out of county to interview a 7 year old child who was living with her mother in a Domestic Violence Shelter, the child was withdrawn, scared and hesitant to engage. Melissa "pulled a little SOP out of my back pocket."

"I asked her, **'Can you tell me what is working well for you and your family'**, and the child immediately lit up and began talking- she sang like a canary. **What else is working well?** The child replied, I feel safe, and continued to engage and talk. **What does safe mean to you?**" The child opened up about what is not happening to her and her family anymore. The child has been displaying fearful and anxious behavior when getting on the bus at the shelter, her mother has been beside herself not understanding and exasperated with this behavior. Melissa asked, **What scares you so much about getting on the bus?** "I am worried my mom will be hurt if I am not there to protect her." Thus, surfacing impact on this child. Melissa asked one last question **What is one wish you have for the future?**" With these five powerful questions, Melissa was able to elicit all the information she needed for her interview, successfully and quickly establish a safe environment for the child to engage in what felt like a curious conversation, as opposed to a traumatic interview.

"The Child's voice is the most important voice you will get," Tiffany Barnes, Social Worker II, San Bernardino County. As Melissa demonstrated, eliciting this voice with powerful questions, curious inquiry and interest creates a safe space for a hard conversation.

SAFETY ORGANIZED PRACTICE (SOP) UPDATE

by Jenni Ahsing

Safety Organized Practice continues to grow and spread!

Riverside started their roll out of SOP this year and are in the process of training about 100 staff, and are doing an amazing job supporting this new practice via coaching. Imperial plans on rolling out SOP in the next fiscal year and when that happens all of the Southern Counties will have implemented SOP.

This means that SOP is the "way we do business" in child welfare. What does that mean to you as a trainer? It means that to stay relevant and up to date you need to know about SOP. How do you get up to date?

One way is to start at the beginning, Andrew Turnell and Steve Edwards, the creators of Sign's of Safety (one of the main practices utilized in SOP) wrote a book called, "Signs of Safety: A Solution and Safety Oriented Approach to Child Protection Casework." Another great book is called "Working with 'Denied' Child Abuse: the Resolutions Approach", which Andrew Turnell and Susie Essex wrote.

PCWTA also has an eLearning, Introduction to SOP, which is available on our website <http://theacademy.sdsu.edu/> Click on the Academy tab and then go to Online Training. Or you can email the Academy Help Desk at academylms@mail.sdsu.edu and ask to be enrolled in the Introduction to SOP eLearning.

We would also be able to arrange for you to come to observe the SOP 2-day Orientation training or some of the SOP modules so that you can begin to integrate SOP into your own training.

Please feel free to contact Jenni Ahsing jahsing@mail.sdsu.edu or Jenee Northcutt northcutt@mail.sdsu.edu for more information.



COUNTY SPOTLIGHT—SAN DIEGO

For the past couple of years, San Diego has brought together their Supervisors on a yearly basis for a Supervisor Summit. They are half day deliveries and started as a way to introduce Learning Circles. As the years went on and supervisor learning circles did not need as much hype they still wanted to keep the day as a time for supervisors to get together. Last year they focused on coaching.

This year San Diego decided to hold a Leadership Summit as well as a Supervisor Summit. With all of the new initiatives heading our way and with a lot of new supervisors and managers, they wanted to have a day for them to come together and learn how to support each other and their workers during this time of immense change. We are hoping to make this a special day for each group with catered lunches.

They will also be receiving a takeaway gift of a book to enhance their supervisor coaching skills. **Marc Otto** is San Diego's Strengths coach and **Peter Dahlin** is the manager coach. Together they have crafted a special day that is dedicated to connecting as leaders where we will engage in critical thinking around new initiatives and discuss how, as leaders, we can best support our staff and create safe environments that support change. Topics will include:

- SET
- Continuum of Care
- RFA
- Implementation Science
- Organizational Change Concept
- Performance Equation
- Learning Circles

After the leadership summit is held, **Laurie Fortin** (San Diego's Supervisor Coach) and **Jenni Ahsing**, (San Diego's County Consultant) will hold the Supervisor Summit. This will be two half-day sessions for supervisors, dedicated to connecting as supervisors where we will engage in critical thinking around new initiatives and discuss how, as leaders, we can best support our staff and create safe environments that support change. Topics will include:

- SET
- Continuum of Care
- RFA
- Implementation Science
- Organizational Change Concept
- Performance Equation
- Learning Circles

It is hoped that by first sending this message to the Leadership that they will then be able to support their supervisors when they receive the same message a few weeks later.

COUNTY SPOTLIGHT—ORANGE



Jenni Ahsing gives kudos to **Eileen Zickefoose**, saying "I was scheduled to do a training in Orange County (not at the main training site) and PCWTA was unable to get a Training Assistant for the day. Eileen stepped up and made sure to be there early in the morning to help me set up the tables and pass out materials.

She brought over a pot and supplies and made coffee. She made sure all the necessary technical materials were there and set up (computer, projector, clicker and speakers). She checked on me in the middle of the day and then came back at the end of the day and helped me pack up again. I really appreciated her help, she went above and beyond for me".

Eileen always goes the extra mile and represents the great collaboration we have with Orange County. Orange is also the only county who designates parking spaces for our staff and trainers near the front door of TCD (Training and Career Development). You can look for the orange cone marked "Reserved Parking for PCWTA".

We greatly appreciate the teamwork that Orange exemplifies!

UPCOMING CONFERENCES OF INTEREST

The mark of a great trainer is being a life-long learner. We appreciate trainers who make this commitment to advancing their knowledge by attending conferences. Here are some conferences in the coming months that allow you the opportunity to do just that!



June 2016:

27th Annual Management Conference, Grand Challenges: The Network for Social Work Management. June 16-17, 2016. Los Angeles, CA. Event Website: <https://socialworkmanager.org/2016-conference/>

AUGUST 2016:

The West Coast Child Welfare Trainer's Conference: "Cultivating a Climate of Well-Being"

Davis, CA. August 15-18, 2016.

Event site:

<http://wccwtc.pbworks.com/w/page/7837313/FrontPage>

Check out the WCCWTC Facebook page:

<https://www.facebook.com/groups/111256675711469/>



OCTOBER 2016:

County Welfare Directors Association of California (CWDA). October 5-7, 2016. Anaheim, CA. Event Website: <http://www.cwda.org/event/cwda-2016-conference-save-date>

NOVEMBER 2016:

13th Annual National Native American Fatherhood is Leadership Conference: Native American Fatherhood and Families Association. November 2-4, 2016. Temple, AZ. Event Website:

<http://nativeamericanfathers.org/event/fatherhood-is-leadership/>



PCWTA TRAINING FOR TRAINERS SERIES



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.

8/26/16 at our Riverside Training Center

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.

10/14/15 at our Academy Training Room in San Diego

Day 3: Training for Trainers' Skill Development: Presentation and Facilitation Skills

This class will focus on effective presentation and facilitation skills necessary for working with adult learners. It will include preparing and delivering a presentation with a focus on integrating adult sensory and learning styles, as well as practice in facilitating groups who come to the classroom with different learning needs.

1/27/17 at our Riverside Training Center

Day 4: Training for Trainers' Skill Development: Evaluation and Transfer of Learning

This class will focus on the role of evaluation in training, its importance, and how to integrate evaluation as part of an overall curriculum design. Additionally, participants will develop skills on how to integrate transfer of learning opportunities into curriculum design and training, for more effective opportunities for learners to apply what they learn in the classroom to their job.

3/24/17 at our Academy Training Room in San Diego

DUE TO THE POPULARITY OF THESE SESSIONS, WE HAVE ESTABLISHED ONGOING DELIVERIES OF THIS T4T SERIES



WHO DOES WHAT AT PCWTA?

As we have added staff and changed some roles, we thought it might be helpful to give trainers 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.

County Consultants do training needs assessment with their assigned counties and you may hear from them if you possess a training topic expertise that fits their county’s request. PCWTA County Consultants are **Audrey Tousant** (San Bernardino), **Darlene Hill** (Imperial), **Anzette Shackelford** (Orange), **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. **Anita Aldrich** schedules for Riverside, San Bernardino and Regional needs, **The Coastal Training Coordinator** does the same for Orange, San Diego, and Imperial, and **Brad Hundman** does the same, plus also covers training for Los Angeles and Ventura counties. **Jenee-Maree Northcutt** does orientation of new trainers and works with trainers around curriculum issues and approving trainer outlines.

Curriculum Specialists **Irene Becker**, sits on the State Training and Education Committee (STEC) and is leading our effort in transitioning to Core 3.0. She also does a fabulous T4T series for Academy and County trainers that is very popular. **Val Ryan** is our eLearning development/instructional design guru. **Teresa Solomon-Billings** designs curricula for LA county and will also be participating in Core 3.0 development. We have also hired a Research Specialist, **Carly Bonnell**, who does research to support curriculum and other projects.

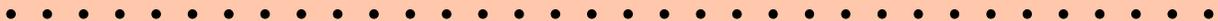
Program Coordinators **Wanjiru Golly** is our Cultural Responsiveness Academy (CRA) Coordinator.

Training Assistants/Site Coordinators 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), **Andrea Milner** (Riverside), **Hayley Serrano** (San Bernardino), **Michelle Adair** (Regional Inland), **Chrystine Zamudio-Snow** (Orange), **Jennifer Mathews** (San Diego), **Shawnda Numan** (San Diego), and **Brad Hundman** (Los Angeles/Ventura). You may also see one of our contract offsite coordinators, **Armida Celaya**, **Lauren Moreno**, or **Rita Naranjo** cover training you may do.

Practice Consultants coach and mentor staff in counties and in the field. Supervising Practice Consultants are **Jenni Ahsing** and **Bill James**. **Wayne Rutledge**, **Lilli Miles**, **Kate Bedwell**, **Kim Khoury**, **Candace Kimbell-Awoleye**, **Nicole Heesen** and **Laurie Fortin** are our Practice Consultants on staff.

Additionally, we are currently using some contract trainers to do coaching in our counties. **Mark Miller** coaches Managers in San Bernardino and Los Angeles Counties, **Peter Dahlin** coaches Managers in San Diego County, **Monica McCurdy** coaches Managers in Ventura County, **Steven Wells** and **Becki DeBont** coach social workers and managers in Orange County. If you are interested in coaching opportunities, please contact Bill or Jenni.

Program Assistant **Luz Orozco** keeps us organized and does pretty much everything to ensure we are on track and running smoothly, with all the correct materials! She is ably assisted in doing her super-human feats by **Leanne Thiltgen** and **Neil Kavanagh**, her two right hands.



We say goodbye to:
Roxanne Dunn, who resigned her position as Coastal Training Coordinator to move to Idaho



We warmly welcome the following new staff since the last newsletter:
Nicole Heesen as a new Practice Consultant for Riverside County
Shawnda Numan as a new Training Assistant for San Diego



We have current plans to hire, and will perhaps have announcements in the next newsletter for:
Coastal Training Coordinator
Offsite Coordinators

CONTACT YOUR PCWTA STAFF

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If you have any questions, comments, or submissions for the PCWTA newsletter, please send them to Anita Aldrich at aaldrich@mail.sdsu.edu