



***West Coast Child Welfare  
Trainer's Conference***

**August 17-19, 2011**

**Salem, Oregon**


**Sustaining Learning  
Controlling Climates and  
Repurposing Activities**

**Portland State University**

**The Center for Improvement of Child and Family**

**Services**


**Child Welfare Partnership**



Children are the world's most  
valuable resource and its best  
hope for the future ~  
John Fitzgerald Kennedy

The child must know that he is a  
miracle, that since the beginning  
of the world there hasn't been,  
and until the end of the world  
there will not be, another child  
like him. ~  
Pablo Casals

Let us put our minds together  
and see what life we can make  
for our children. ~  
Sitting Bull





# *Agenda*

Wednesday, August 17, 2011

9:00am	–	9:30am	Welcome
9:30am	–	10:30am	Large Group Workshop
10:30am	–	10:45am	Break
10:45am	–	12:15pm	Workshops
12:15pm	–	1:30pm	Lunch
1:30pm	–	3:00pm	Workshops
3:00pm	–	3:15pm	Break
3:15pm	–	4:45pm	Workshops

## Wednesday Evening

Please join us for the West Coast Child Welfare Trainer's Conference Social Gathering being held at the Conference site on the first floor. The gathering will begin at 5 pm and go until 6:30 pm. There will be Hors d'oeuvres served and a no-host wine and beer bar available.

Thursday, August 18, 2011


9:00am	–	10:30am	Large Group Workshop
10:45am	–	12:15pm	Workshops
12:15pm	–	1:30pm	Lunch
1:30pm	–	3:00pm	Workshops
3:00pm	–	3:15pm	Break
3:15pm	–	4:45pm	Workshops

## Thursday Evening

Enter the world of Oregon wine this evening as we present a cavalcade of wine, food and socializing at one of Salem's Premiere Bistros. Sign up now to take advantage of this opportunity as space is limited. The wine tasting will begin at 6 pm within walking distance from the Partnership.

Friday, August 19, 2011

9:00am	–	10:45am	Large Group Workshop
10:45am	–	11:00am	Break
11:00am	–	11:45am	Conference Wrap





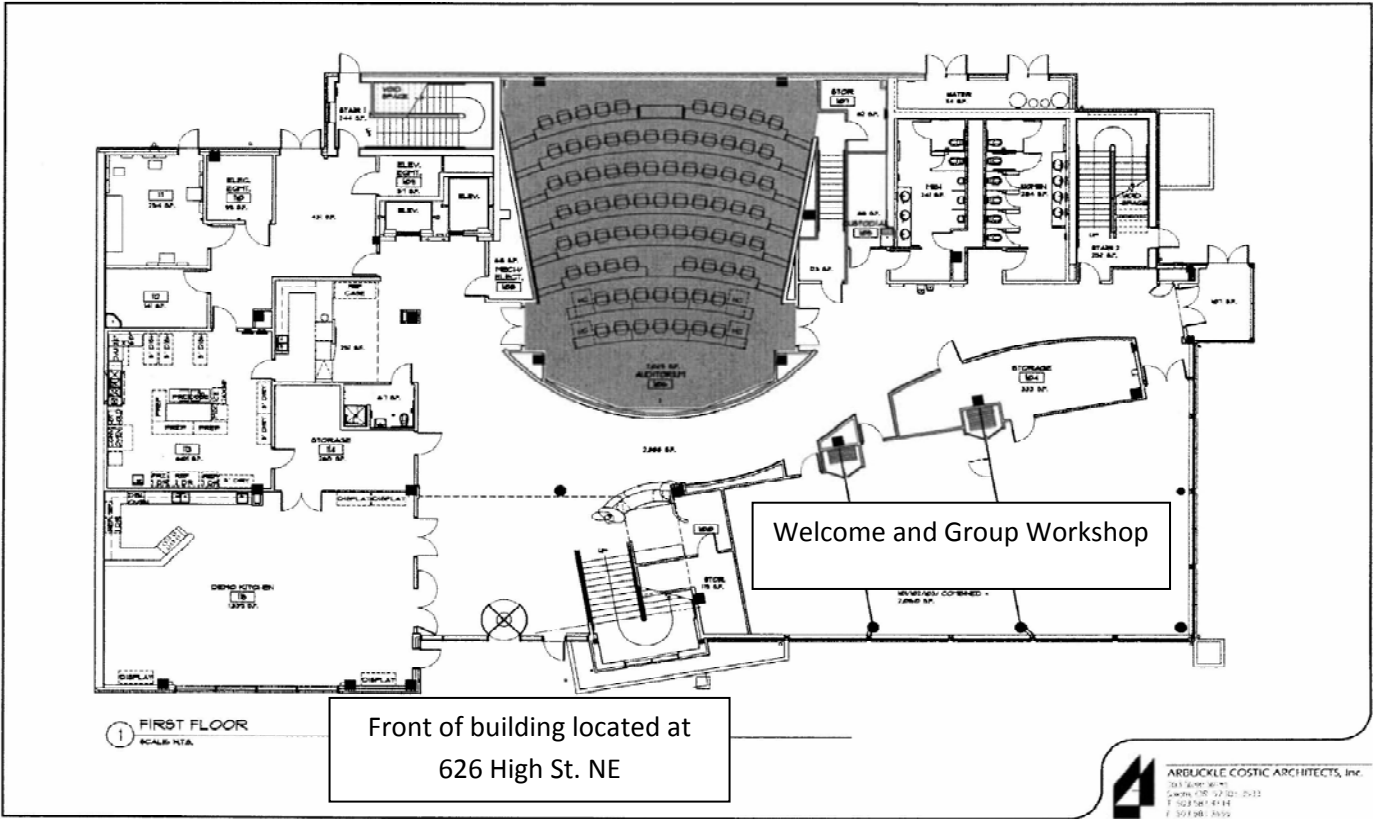
# CCBI Building

Our office is located on the Fourth Floor of the CCBI building



## First Floor

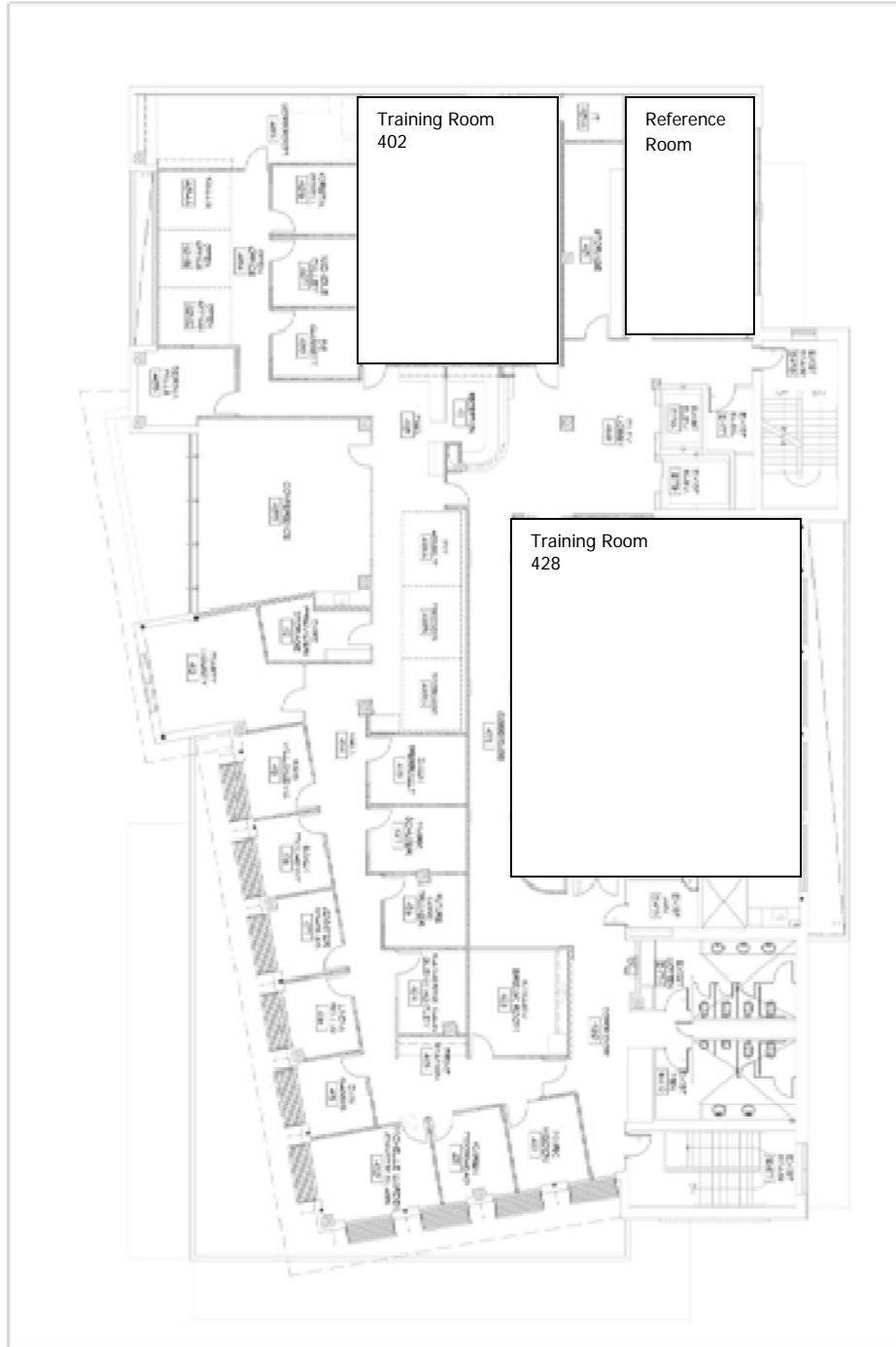
Welcome and first day workshops located on the first floor





# Fourth Floor

## Child Welfare Partnership Training Unit



<b>MP-1</b> SHEET NUMBER	NO. OF	DATE	
	REVISED	BY	
	DATE	BY	
	DATE	BY	
<b>PORTLAND STATE UNIVERSITY</b> College for Employment, Child & Family Services 620 High Street SE, #17 Salem, Oregon PSU MOVE PLAN 2008			 <b>LANCASTER LOGISTICS</b> 485.272.2585 www.lancasterlogistics.com





## *At a Glance*

Wednesday – 9:00am – 9:30am

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Wednesday – 9:30am – 10:30am

How to be a SlaCCR!	Kris Villanueva, LCSW and Dan Garris, MA	103
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Wednesday – 10:45am – 12:15pm

Engagement and Collaboration about Systemwide Change	Donna Toulmin, JD and Alberto Reynoso, MSW, LCSW	402
The Hook	Michelle Warden, BA	428
A How-To for Sustaining and Managing Change in Organizations	Celeste Jones, MSW, PhD And Ali Hall, JD	103

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Communication Anchored in Truth	Jeff Cotton, MA, MFT	103
Creatively Utilizing Cultural Touchstones	Mark Kisselburg, MS	428
Co-Presenting - Are You Up To It?	Liz Quinnett, MSW and James Coloma, MSW	402

Wednesday – 3:15pm – 4:45pm

Decoding the Dependency Code	Ana Sufuentes, JD	103
Micro-Aggression in the Training Room	Peter Dahlin, MS and Mary Garrison, MSW, LCSW	428
Enhancing Fatherhood Involvement	April Newman, MSW, LSCW	402

Thursday – 9:00am – 10:30am

Street Stories: Connect, Engage, Inspire	Carolyn Campbell, MS, CPPC	103
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Thursday – 10:45am – 12:15pm

Speak with Impact, Connect with Ease	Carolyn Campbell, MA, CPPC	103
The Heart of Training : Advanced Listening and Speaking	Brad Seiser, MA and Rita Reneaux	428
RPMS: Reflections, Projections, Metaphors and Student Learning	Linda Bello, MSW and Kirstin O'Dell, MSW	402
Web Based-Benefits and Challenges	Irene Becker, MSW, LCSW and Valerie Ryan, MA	300

Thursday – 1:30pm – 3:00pm

Marketing Training to Maximize Attendance and Transfer of Learning	Crystal Shackelford, MSW	402
Training in Treacherous Territory	Sabrina Brynes, BS	428
Building Capacity for Fathers as Trainers	Randy Jenkins, MSW	103
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Thursday – 3:15pm – 4:45pm

The Astonishing Listening Training	Jeff Cotton, MA, MFT	428
Sustaining an Inclusive Training Climate	Rudy Torres, BA and Sandi McIlhenny	402
Advanced PowerPoint	James Coloma, MSW	300

Friday – 9:00am – 10:45am

Happy Endings – Creative Closers	Nora Gerber and Rose Wentz, MPA	103
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Friday – 11:00am – 11:45am

Conference Wrap-Up	Peter Dahlin, MS	103
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### **How to be a SlaCCR!**

Presented by: Kris Villanueva, LCSW and Dan Garris, MA  
Wednesday – 9:30am – 10:30am

Share your best training ideas with your fellow West Coasters in how to “Sustain Learning, Control (classroom) Climates and Repurpose Activities for training. This interactive gathering provides an opportunity to begin the networking which is integral to the West Coast Trainer’s Conference experience.

### **Engagement and Collaboration about Systemwide Change: Understanding Stages of Change and Parallel Process in Developing an Engagement Curriculum with an Agency Partner**


Presented by: Donna Toulmin, JD and Alberto Reynoso, MSW, LCSW  
Wednesday – 10:45am – 12:15pm

As we have learned in our work with an agency partner, developing training intended to effect a system-wide change is both challenging and rewarding. This workshop will consist of a series of discussions about (1) How to assist an agency involved in creating systemic change because of a lawsuit or settlement; (2) How an understanding of stages of change theory and parallel process can help trainers who collaborate with an agency to create and train curriculum intended to foster systemic change; and (3) How the trainer’s process of engagement with an agency partner about change can inform the training that is provided to that agency’s staff. Join us as we discuss and engage you in an open dialogue about the journey we have taken, the stages of change we have experienced, the lessons learned about agency culture and parallel process, and how we finally arrived at a mutually agreeable curriculum about engaging families to understand their children’s mental health needs and participate in mental health services. This presentation and the experiences of our audience, as we jointly explore this process, will become part of the journey we continue to undertake.

### **The Hook: Creating a Training Environment that Successfully Engages Participants From the Start.**

Presented by: Michelle Warden, BA  
Wednesday – 10:45am – 12:15pm

Participants will learn how to use and to develop experiential exercises to “hook” trainees at the start of a training session. Using a hook not only captures the attention of the participants, if used wisely, it should also answer the “what’s in it for me” question for the participant; encouraging their desire to participate in the learning process.





**Motivational Interviewing: A How-To Workshop for Sustaining and Managing Change in Organizations.**

Presented by: Celeste Jones, MSW, PhD and Ali Hall, JD  
Wednesday – 10:45am – 12:15pm

There are many ways to invite change. This workshop will discuss and demonstrate how trainers can deliver trainings and coaching to participants utilizing the practice of Motivational Interviewing (MI). There will be a discussion on how MI can be used in the training room to help with organizational change, ways to discuss how to present MI as a valuable component in the training room and how to provide on-going coaching, during training, in the use of MI. Also included in this workshop are role play scenarios, handouts, and ways coaching enhances trainer's trainings. We will also discuss what is involved in a coaching session, lessons learned regarding what does and does not work in coaching, and coaching scenarios.

**Communication Anchored in Truth.**

Presented by: Jeff Cotton, MA, MFT  
Wednesday – 1:30pm – 3:00pm

This training is designed to help trainers hone their communication skills. Communication is seen as a form of communion. The aim is to connect us with other human beings because it is deeply grounded in connecting us with ourselves. Assertion is the vehicle by which communication is anchored within us; where the truth resides. It is the casual, deep ownership of our words thoughts and feelings. Assertion is internally focused where, on the other hand, passive and aggressive communication is externally focused on how "you" affect me. This intriguing training will present trainers with a unique perspective for using communication as a vehicle to create space for themselves and their audiences to arrive at a more grounded truth. (It is designed to give trainers a "felt experience" of communication, resonating to the power of language to heal ourselves and our planet. One of the exercises "What would Passive, Aggressive and Assertive say" is an incredible teaching as to the power of language." Also, the exercise, "Worst, Better and Best" where trainers consciously pick words/phrases to see what's best and why is helpful in impacting their teaching these skills to others.





**Creatively Utilizing Cultural Touchstones  
and Icons in Training**

Presented by: Mark Kisselburg, MS  
Wednesday – 1:30pm – 3:00pm

This workshop will explore and present examples of how to creatively bring our world into the classroom in a way that engages our students. By utilizing cultural icons, current events and water cooler topics trainers can reach students in novel ways. When we are actively looking for engaging characters, events, stories or images these may become illustrations, analogies, or metaphors that reinforce concepts in our training efforts. By consciously employing these creative efforts they also enable a trainer to update, refresh and repurpose existing training. During the workshop a variety of applications will be examined and demonstrated as to how effective the use of cultural touchstones or icons can be. Participants in the workshop will be challenged to discover and find ways to create learning opportunities identified with well known figures or events associated with current culture, events, music, movies, art or sports.

**Co-Presenting –  
Are You Up To It??**


Presented by: Liz Quinnett, MSW  
and James Coloma, MSW  
Wednesday – 1:30pm – 3:00pm


This workshop will present information on co-training. The presenters will use modeling to exhibit the practice while sharing information, best practice experiences, and a literature search on this topic. We will incorporate a transfer of learning exercise, a bibliography, and utilize video clips to illustrate the points illuminated in the workshop.

**De-Coding the Dependency  
Code: Sustaining Legal Learning  
for Non-Legal Practitioners**

Presented by: Ana Sufuentes, JD  
Wednesday – 3:15pm – 4:45pm

As trainers, we are constantly challenged to convey information in a manner that is effective and long lasting. The idea of having to also convey legal information often adds another layer of trepidation or anxiety. Legal concepts are difficult to understand in their entirety; they often require a 'peeling back or a decoding' in order to permit the participant to better appreciate the concepts and to value their importance. This presentation will discuss how to relate legal concepts to a non-legal audience in an effective and meaningful manner that would allow the participant to both internalize the concept and envision its application to his/her practice area.





## **Lions & Tigers & Bears, Oh My: Micro-Aggression in the Training Room**

Presented by: Peter Dahlin, MS and Mary Garrison, MSW, LCSW  
Wednesday – 3:15pm – 4:45pm

Beyond participants who exhibit challenging behaviors, there are sometimes participants that bring in attitudes, beliefs, and values that are contrary to best practice or strength-based work. At times, these issues are directed to others in the room-- and possibly even toward the trainers. What do trainers do when these issues are surfaced or simmer just below the surface? When do trainers prevent or intervene? What are issues that might "push your buttons" as a trainer, and why do you (or don't you) intervene? A model for prevention & intervention will be presented and then discussion for strategies about how to have the strength-based interventions in the classroom will be held, with a culmination of practicing skills for intervention.

Learning Objectives:

1. Understand the continuum of trainer prevention to intervention strategies
2. Identify topics that perpetuate trainer fear, anxiety, and avoidance
3. Develop & practice strategies for dealing with aggression within the classroom.

## **Enhancing Fatherhood Involvement in Curriculum Development and Training**

Presented by: April Newman, MSW, LSCW  
Wednesday – 3:15pm – 4:45pm

Research supports that when fathers are involved in the lives of children, child well being, safety, and permanency are improved. However, even with these known benefits, curriculum development and training is often focused on engagement strategies that place emphasis on work with mothers and often minimizes the role and responsibilities of fathers. This workshop will focus on the enhancement of training curriculum to be more inclusive and supportive of fathers using a strength-based approach that is cross culturally appropriate.



**Street Stories: Connect, Engage, Inspire**  
**Get to the heart of the matter.**



Presented by: Carolyn Campbell, MS, CPPC  
Thursday – 9:00am – 10:30am

*Miracles are a retelling in small letters of the very same story which is written across the whole world in letters too large for some of us to see. — C. S. Lewis*

In this interactive session, we explore “crossing the line” of polite conversation and training in order to evoke deeper change and commitment in others. You’ll discover how to meld vulnerability and expertise, truth and daring. And you’ll peel back the veil of “training” to uncover the power of “street stories”—stories that tap into universal truths and provide inspiration and transformation.

You’ll learn:

- What makes a street story
- How street stories powerfully impact trainings
- How these everyday stories invoke the mythic and universal within each of us
- The must-have elements of a powerfully memorable and meaningful story—whatever your medium
- How to engage and inspire your audience to take action.
- Practical ways to begin building your street stories

**Speak with Impact, Connect with Ease: Tell Stories that Make a Difference**

Presented by: Carolyn Campbell, MS, CPPC  
Thursday – 10:45am – 12:15pm

You don’t have to be a master presenter to tell stories that inspire others to act and BE different in their lives. Interactive and action-oriented, ***Speak with Impact, Connect with Ease*** gives you both the practical skills AND the personal confidence to create and present stories that engage, motivate and transform. Come ready to develop compelling presentations to speak WITH your audience and discover how to connect more easily.

**During the workshop we’ll focus on how to:**

- Involve your audience in your stories—from the start.
- Incorporate the 5 components of compelling stories that engage people immediately and viscerally.
- Quickly craft a powerful story ...even if you are ‘on the spot’.
- Find and maximize your unique style of engaging others.
- Share your story with greater ease (even when you’re scared).



### **Web Based-Benefits and Challenges**

Presented by: Irene Becker, MSW, LCSW and Val Ryan, MA  
Thursday – 10:45am – 12:15pm


More and more organizations are utilizing or planning on using web based training as one modality to train staff, providers, and families. While the initial investment in eLearning technology may be challenging in these fiscal times, web based technology can offer training in ways that may reduce costs for participants, and may be seen as preferred method for some subject matter to be trained. The presenters will share their experience in implementing a specific web based training/conference software (Connect Pro), and will share lessons learned and considerations for using Connect Pro for training audiences. Additionally, the presenters will demonstrate the use of Connect Pro as well as a sample of a recorded training session, and will ask participants to discuss the benefits and challenges of using Web Training as a modality for training audiences.

### **The Heart of Training: Advanced Listening and Speaking for Enhanced Partnership in the Training Relationship**

Presented by: Brad Seiser, MA and Rita Reneaux  
Thursday – 10:45am – 12:15pm

As successful trainers and educators in child welfare we are skilled to communicate in ways that make for effective presentation of our content area(s). What if another dimension of listening and speaking were available to us – a dimension that reaches beyond our words but to the very core of what it means to be human in doing the challenging work of child welfare? What if we had access to a way of being that would have us connect with social work staff from a deep and profound place that creates a new possibility for partnership and enhanced learning in the training relationship?

This experiential workshop provides an understanding and experience of three practices of Habits of the Heart®, that when employed create an opening for trust, authentic communication, and an effective working partnership with social work staff in which all parties feel safe, heard and restored to their intrinsic strengths and capabilities. Group and individual exercises will support trainers to safely and respectfully discover/rediscover those aspects of themselves that establish interpersonal connections with social worker staff that make them partners in bringing training content to life. By learning these new distinctions of “Trusting”, “Listening with your Heart” and “Speaking from your Heart” we can, through the parallel process, give social work staff the tools to open new doors to partnership and engagement with their families. Trainers will see, feel and learn how these practices can impact their own training style in working profoundly with child welfare staff at all levels of an organization.





**RPMS: Reflections, Projections, Metaphors and Student Learning Assessments to Rev up Learner Retention.**

Presented by: Linda Bello, MSW and Kirstin O'Dell, MSW  
Thursday – 10:45am – 12:15pm

Start your motors and cruise in to this revved up presentation on learner retention using Reflections, Projections, Metaphors and Student Learning Assessments! Participants will engage in structured activities created to enhance their retention of training content. The strategies presented are particularly useful for multiple days and multiple session training curricula. They reinforce key learning points and promote learner readiness.

**Marketing Training to Maximize Attendance and Transfer of Learning**

Presented by: Crystal Shackelford, MSW  
Thursday – 1:30pm – 3:00pm

Whether you are in charge of your own training or collaborating with an outside source, it is vital that people show up to receive the information. After they've attended, the true measure of success is when what they've learned gets transferred to their work. Learn tips and strategies for marketing the training (before and after) in order to get folks there and to help them use the information after.

## **Training in Treacherous Territory**

Presented by: Sabrina Brynes, BS

Thursday – 1:30pm – 3:00pm

The goals of this workshop will be:

- Provide participants with tools to assist them when training controversial topics to various audiences within child welfare.
- Assist participants in the recognition of their own personal biases and how these biases can impact the delivery of material to trainees.
- Explore how participants can create safe learning environments that encourage trainees to explore their own biases not only in the classroom but when working with families on the job.

Several controversial topics are presently infiltrating the child welfare system across the country. The legalization of medicinal marijuana and racial disparity are two of these topics. Trainers have their own perceptions of these issues as do trainees. Is marijuana different than other drugs as it relates to child safety? Is there really racial disparity in the child welfare system? These topics can cause contentious debates in the classroom and as trainers, it is important to create a training environment that allows trainees to recognize and discuss personal biases as they relate to difficult or controversial topics. This recognition must start with the trainer.

During this session, training methods and strategies for recognizing and discussing biases will be discussed. Large and small group discussions will center on how to create a safe environment for participants to learn and grow from the experiences and viewpoints of other professionals. At the conclusion of the workshop, a learning circle will be completed, providing for self-led group discussions that allow the participants the opportunity to discuss the content of the presentation and how they can apply it to their individual training settings. At the conclusion of the learning circles, the group will reconvene and discuss significant learning points from the presentation, as well as any “aha” moments and how they intend to use the information that has been delivered. This workshop will assist participants in growing in several areas of their professional development to include: gaining an understanding of personal biases and how these biases impact their ability to deliver effective training on controversial topics and creating comfortable and safe learning environments for trainees.

## **Building Capacity for Fathers as Trainers**

Presented by: Randy Jenkins, MSW

Thursday – 1:30pm – 3:00pm

This interactive workshop will engage fellow trainers in a review and discussion of tools used to help train fathers to co-facilitate child welfare training for current and new child welfare workers, foster parents, and community partners such as private child care providers, Guardian Ad Litem, Court Appointed Attorneys, and Judges. Trainers will learn how to recruit, train, develop, and support fathers to become co-trainers and co-facilitators during all phases of child welfare training.



### **Basic PowerPoint**

Presented by: Valerie Ryan, MA  
Thursday – 1:30pm – 3:00pm

This Basic PowerPoint class will focus on:

- Using the Slide Master
- Inserting Clip Art/Photos
- Cropping Pictures
- Putting Pictures into Shapes
- Highlight an Object
- Highlight an Object w/Text
- Controlling Sequence of Clicks

Participants should already have a basic understanding and familiarity with PowerPoint and how to create basic slides and run a PowerPoint Presentation.

### **The Astonishing Listening Training (No Kidding!)**


Presented by: Jeff Cotton, MA, MFT  
Thursday – 3:15pm – 4:45pm

The validation of children and families others does not come so much from *helping* them, as it does *hearing* them. Most parents and professionals are engaged in fixing and advice-giving modes of helping which focus on what children need to hear from us... rather than what we need to hear and receive from them. This profound training is designed to immerse trainers in the experience of listening with an ear towards 'being with', rather than 'doing for' children and families, thus helping children and families hear one another, as well. Most helping professionals, trainers included, tend to talk more than listen. Advice, suggestions, "fixing" are all in the realm of doing. This training is about "being". The training is highly experiential, thus creating a "felt experience." There are five experiential processes designed to take trainers into the initial extreme discomfort in not being able to help, then into the freedom of not having to help. The training also has a wondrous process of "Syntonic and Dystonic" where listening and empathy are used to show trainers how to help participants learn to hold ambivalence as a way to embrace both the wanted and unwanted behaviors in their children, families and clients.

### **Advanced PowerPoint**

Presented by:  
James Coloma, MSW  
Thursday – 3:15pm – 4:45pm

A hands-on training where participants will leave being able to demonstrate:

- Using Hyperlinks for WebPages,
  - Finding videos on the internet and inserting videos and using actions to play a DVD.
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## **Sustaining an Inclusive Training Climate**

Presented by: Rudy Torres, BA and Sandi McIlhenny  
Thursday – 3:15pm – 4:45pm

The audience in child welfare training is increasingly diverse. Trainees include those who are frequently marginalized in traditional training styles. Being mindful of diverse audiences will strengthen the training environment as well as the actual practice of child welfare.

Trainers have a responsibility to design and implement training which ensures all participants are able to learn, participate and feel valued. To ensure this occurs requires conscious planning from development through transfer of learning using techniques which encourage diverse participants to learn in ways which are meaningful to them. This training will provide tools to assist you in evaluating your current trainings for inclusion as well as time for group members to share their own successes.

## **Happy Endings – Creative Closers**



Presented by: Nora Gerber and Rose Wentz, MPA  
Friday – 9:00am – 10:45am

What did you learn at this Conference? What's your transfer of learning action plan? What are some creative ways to bring closure to a workshop (or conference, in this case) that sends the participants on their way singing and eager to apply what was learned? During our final conference session together, we are offering a two-fer: we'll participate in a variety of activities to put closure on our own learning experiences here... PLUS (as a T4T perk) you can pick up a packet of the activity steps and process their potential for use in your own workshops.

## **Conference Wrap Up**

Presented by: Peter Dahlin, MS  
Friday – 11:00am – 11:45am

This session provides an opportunity for reflection and discussion on what participants have gained from the conference. In addition, it is an opening to plan for the next year's conference.






## *Presenter Biographies*

**Katharine Cahn, MSW, PhD** has been the Executive Director of Oregon's Child Welfare Partnership and an Assistant Professor at Portland State University's Graduate School of Social Work since fall, 2005. Prior to this appointment she served as the Director of the Northwest Institute for Children and Families at the University of Washington for 15 years. She has extensive experience with (and extensive curiosity about) child welfare training and systems change, which has led to a long - term involvement in training and program evaluation.

**Kris Villanueva, MSW, LCSW** is the Assistant Training Manager of the Child Welfare Partnership and has a Masters Degree in Social Work from PSU and completed her LCSW in 1998. She joined the Child Welfare Partnership in 2000 having worked for the State Office for Services to Children and Families since 1978. Her experience includes intake, permanency, foster care certification, kinship and adoptions specializing in work with Spanish and Russian speaking families. Kris has experience in working with chronically ill people, in outpatient and inpatient settings, in parent education and play therapy. Kris also maintains a private practice in phychotherapy.

**Dan Garris, MA** is a Child Welfare Partnership trainer/instructor, and the instructor for the Supervisory Training Program. Dan has an MA in Theology & Philosophical Studies and 16 years experience in child welfare in a variety of casework roles, as a Child Protective Services worker, as Consultant-Educator—Training (CET) and as a Child Protective Services supervisor. Dan is the lead trainer on CWP's Core Engagement Training as well as the lead for specialized trainings on Engaging Fathers and Engaging Relatives. Dan also trains communication strategies to Social Service Assistants, leads the Mentor Program for newer child welfare supervisors and is certified as a Verbal Judo instructor—an internationally recognized communication approach.

**Donna Toulmin, JD** became the Training Director of USC Center on Child Welfare in 2003, after spending 10 years as a training consultant on legal issues in public child welfare and court report writing. She has worked with various consultants to develop and update training on legal issues and documentation, interviewing techniques, safety planning in domestic violence cases, child sexual abuse identification, conflict resolution and team building and courses designed to meet BBS [re-licensure and continuing education requirements for LCSWs and MFTs. She has presented at NSDTA, the New Century Child Welfare and Support National Conference, the International Academy of Law and Mental Health Congress, the West Coast Trainers Conference, and the Annual Partnership Conference in Los Angeles. For the past 2 years she has assisted in developing the curriculum and the Trainer Guides for the curriculum on "Engaging Families to Identify their Children's Underlying Needs."





**Alberto Reynoso, MSW, LCSW** has worked for the Los Angeles County Department of Children and Family Services (DCFS) and the Department of Mental Health (DMH). For the past seven years, he has worked as a training consultant with the University of Southern California, School of Social Work, Center on Child Welfare. Mr. Reynoso has worked in preparing new social workers for careers in public child welfare. In addition, he has presented training on issues related to fairness, equity and disproportionality in child welfare, adult development, child neglect and maltreatment, and improving visitation practices. He has been involved in training the Child Protection Hotline and Emergency Response Command Post on issues of conflict resolution and team building. Mr. Reynoso has also been a member of the statewide steering committee on Fairness and Equity in public child welfare.

**Michelle Warden, BA** has been working on behalf of children and families since 1987. Michelle joined the Child Welfare Partnership training staff in July of 2005. Prior to that she worked in child welfare and has experience in CPS, Permanency , ICWA and Family Meeting Facilitation. In 2002 Michelle received the Directors Excellence Award for her collaborative work with families and the community.

**Celeste A. Jones, PhD, Professor and Director of the School of Social Work** has broad knowledge and experience with curriculum development (including infusion), within the undergraduate/graduate programs, in regard to content about older adults. She is versed through her previous positions as the BSW and MSW Director, and current position as the Director of the School of Social Work. Dr. Jones has extensive clinical experience with individuals, families, children, and elders. Her practice includes the areas of physical and sexual abuse, anxiety disorders, motivational interviewing, domestic violence, trauma debriefing, posttraumatic stress, borderline personality disorders, grief, adolescent sexual offenders, and depression. Dr. Jones is trained in motivational interviewing, family therapy, brief therapy, crisis intervention, and trauma debriefing with inpatient, outpatient, day treatment, and group home individuals and their families. Dr. Jones has presented at over 15 national and 2 international conferences.

**Ali Hall (JD)** is a member of the Motivational Interviewing Network of Trainers (MINT) and has designed and facilitated over three hundred Motivational Interviewing workshops for behavioral health clinicians, psychologists, psychiatrists, program administrators, educators, social and child welfare workers, health care providers, health coaches, and criminal/ juvenile justice professionals, and provides training for trainers in evidence-based practices. Ali is a training associate for the Michigan-based, Center for Strength-Based Strategies as well as the Behavioral Healthcare Institute of the University of North Carolina School of Social Work. She provides MI coding and skill development coaching, and provides consultation to systems for effective MI implementation. Ali spent her undergraduate years at Occidental College in Los Angeles, and completed her graduate studies at the School of Industrial and Labor Relations at Cornell University as well as the Cornell University School of Law.





**Jeff Cotton, MA, MFT** is a trainer for the National Foster Parent Association and has been working with children, adolescents, families and professionals for 32 years. He has worked in group homes, residential treatment programs, and public schools as a supervisor, staff trainer, therapist, and guidance counselor. Jeff trains and consults throughout the United States and offers multidisciplinary training for childcare associations, residential programs, social service agencies, foster and adoptive agencies, law enforcement, and schools. He is the author of the training manual, "*Skillful De-escalation with Volatile Children: Approaching Fear Without Fear*," certified by the State of California for group homes and residential treatment programs. An enthusiastic and motivational presenter, Jeff has taught for over two decades with energy, humor, and practical realism. He has the ability to energize and stimulate an audience, as well as challenge and inspire them.

**Mark A. Kisselburg, MS, Staff Development Officer, Riverside County**, joined Riverside County Department of Social Services, Child Protection Services in 1997 as a Permanent Placement Social Worker. He has a wide range of experiences with the county, including working in Adoptions, Independent Living Skills Program, and as a Senior Program Specialist with Policy and Quality Assurance. In 2006 Mark became a staff trainer for Riverside County, primarily responsible for Children's Services staff but also providing training for Self Sufficiency, Mental Health Department and Public Health Department staff. Over his tenure with Riverside County Mark has developed and provided presentations and training over a wide array of subjects related to the field of social services, both internally and externally, at state and county levels. One thing that Mark particularly enjoys when developing and delivering training is: creatively finding a hook for the participants that help them engage and make a learning connection. One way that has proved useful and "just plain fun" is utilizing cultural touchstones and icons as well as, current events to accomplish this. Mark has a counseling background and he and his wife became foster parents, long before they welcomed their biological son into the family.

**Elizabeth Quinnett, MSW** is currently Program Manager of the Public Child Welfare Training Academy (PCWTA), a division of the Academy for Professional Excellence. She manages a program that provides 350 days of Child Welfare training for 5 southern California counties. PCWTA is one of five training academies in California, each affiliated with a school of social work and supported by IV-E funding. PCWTA is a project of the School of Social Work at San Diego State University. Her professional staff train, develop curriculum, and supervise trainers, all of which is supported by the evaluation processes in place in PCWTA. The training provided is for line staff, supervisors and managers in public child welfare and IV-E funded community entities serving the children and families in the CWS system. Liz previously spent more than 2 decades in CWS in San Diego as a worker, supervisor, manager, ombudsman, and training director. She received her MSW from SDSU in 1986.





**James Coloma, MSW** is currently the Training & Evaluation Coordinator at the Academy for Professional Excellence. As a Training & Evaluation Coordinator, Mr. Coloma is in charge of developing and maintaining the training evaluation methodology for all of the training programs of the Academy including the Public Child Welfare Training Academy, BHETA – a behavioral health training program, Leaders in Action – a executive development training program, MASTER – an Adult Protective Services training program, and Tribal STAR. Mr. Coloma specializes in developing embedded and transfer of learning evaluations including a transfer of learning process to evaluate trainees’ retention in interviewing skills, a biopsychosocial assessment evaluation for adult protective service workers, and a follow-up evaluation to assess how non-Tribal workers are infusing culture when working with Tribal communities. Mr. Coloma has previous experience conducting research and working with children with developmental disabilities, primarily children with autism. Mr. Coloma received his Masters Degree in Social Work from San Diego State University in 2004.

**Ana Sufuentes, JD** joined the Center on Child Welfare in 2004 as the Center’s Legal Training Consultant. She specializes in developing and conducting trainings on legal topics for Los Angeles County Department of Children and Family Services (DCFS). For the past seven years, she has worked with a variety of presenters from both the legal and social work communities in developing curricula for public child welfare. She has been an attorney for over 15 years working in both the private and public sector. She was assistant general counsel for an international concert promotion company that presented musical shows and managed musical talent throughout the United States and Latin America. Prior to her entertainment law practice, Ms. Sufuentes was a trial attorney with the Office of County Counsel representing DCFS in dependency trial matters and training new attorneys.

**Peter Dahlin, MS** is a private consultant, based out of Chico, CA 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 supervisor, manager, executive and trainer courses and is a regularly invited presenter to regional and national conferences. Most recently, he served as the 2005-2008 Chair for the Annual West Coast Child Welfare Trainer’s Conference and continues as the 2009 Chair. His clients include:

- the States of Washington, New Mexico, and Florida
- the California Counties of San Francisco, Ventura, Alameda, Tulare, Orange & San Diego
- the University of Washington, UCLA, Cal Berkeley & several campuses of the California State University system
- San Francisco Municipal Railway, East Bay Municipal Utilities District, Alameda County
- Superior Court & Frontiers Health System.

Peter has also helped develop employee mentoring programs in the State of Washington as well as the National Child Welfare Resource Center on Adoption, where





he serves as a consultant. His style is energetic and engaging, and he infuses appropriate issues of cultural diversity and strong “transfer of learning” opportunities. Peter is the former Director of a regional training Academy providing training, consultation, and organizational development services to twelve counties in the San Francisco Bay Area.

**Mary D. Garrison, MSW, LCSW** is from the University of Tennessee at Knoxville. She is also a Licensed Clinical Social Worker in the state of Tennessee. Ms. Garrison is an experienced clinician, supervisor, administrator, and trainer. She has over 20 years experience as a manager and 25 years in the field. In University appointments, she has assessed, designed, and evaluated training needs and wide-ranging programs. Additionally, she completed a comprehensive study with several Bay Area Counties regarding recruitment and retention issues of staff. Ms. Garrison has been responsible for training staff and insuring risk management and quality assurance activities in multiple programs. She is an experienced monitor and reviewer for various organizations. Ms. Garrison has developed trainings and curricula for topics by organization’s request. She has provided multiple trainings to a wide variety of professionals and paraprofessionals. Ms. Garrison has been an invited trainer at regional and national conferences for the past 15 years. She has been training on various topics for over 20 years. She is the sole proprietor of Garrison & Associates OD Consultants providing technical assistance as well as organizational development services to a National Resource Center and to organizations in the states of Tennessee, Florida, California, Texas, New Mexico, Oklahoma, and Washington in social services, medical and mental health fields.

**April Newman, MSW, LCSW** has over 10 years of experience working with children and families. She received her MSW from the University of Southern California in 1999 and has worked in the areas of community mental health and child welfare providing both direct and administrative services in the Los Angeles area. For the past 3 years Ms. Newman has worked as a field consultant with the University of Southern California, School of Social Work, Center on Child Welfare. She has worked directly with students selected to intern at the Los Angeles County Department of Children and Family Services (DCFS). In her role as field consultant, Ms. Newman provides supplemental training to students on topic areas that directly impact children and families in the public child welfare system.

**Irene Becker, MSW, LCSW** is currently a Training and Curriculum Specialist at the Public Child Welfare Training Academy, a trainer and consultant specializing in child welfare, social policy and organizational issues and has trained child welfare staff on child development, risk assessment, child maltreatment indicators and family dynamics of child sexual abuse. She has been the Assistant Director for Continuing Education in the School of Social Work, University of Washington. She has been coordinator for the Public Child Welfare Training Academy. She has been a lecturer at San Diego State University, in the School of Social Work, teaching undergraduate and graduate courses in child welfare and social policy. Ms. Becker has previously been a training specialist for the County of San Diego Department of Social Services, training newly hired child





welfare staff. She has also been a supervisor on the Child Abuse Hotline, and the Child Sexual Abuse Treatment Program of San Diego County's Children Services Bureau. Along with Dr. Loring Jones, SDSU, Ms. Becker has coauthored two research articles on child welfare issues. She has presented on several occasions at NSDTA National Conferences. Ms. Becker has presented a number of papers on child welfare and training topics to international, national and local audiences.

**Valerie Ryan, MA** is currently an Instructional Developer at the Public Child Welfare Training Academy specializing in the design and development of distance learning courses. She has 20 years of experience in multimedia and eLearning design, development and production. Prior to coming to the Academy, Ms. Ryan was a project manager and instructional designer for IVID Communications, a leader in innovative training solutions for corporate training initiatives. Ms. Ryan was a founding partner of Cynosure New Media where she performed as a project manager and instructional designer for 8 years. Ms. Ryan holds a B.A. in Communications from American University and a M.A. in Telecommunications and Film from San Diego State University.

**Carolyn Campbell, MA, CPPC**, is a Community connector, trainer, motivational speaker and author. With more than 35 years of experience working with leaders, innovators, entrepreneurs and provocateurs, Carolyn understands what challenges and compels social change makers. For the past 13 years, Carolyn's passion has been coaching nonprofit and for-profit leaders to gain comfort speaking, grow their vision and have greater impact in the world.

Along the way, Carolyn has learned that story is the universal language. As a troubled youth, she saw how powerful stories could save her from perilous situations. In the business world, where people often struggle to establish direction and connection, stories have helped Carolyn break through confusion and get to the heart of the matter.

Carolyn is a thought-provoking, action-inspiring speaker with an ability to translate serious, powerful messages into entertaining and empowering experiences. Her unique approach has made her one of the region's most sought-after speakers to leaders on the cusp of growth.

**Brad Seiser, MA** retired as a manager after 18 years in public child welfare, and now expresses his commitment to end child abuse as a Field Instructor with the University of California – Davis, Northern California Training Academy. He is a coach and mentor to supervisors in the Supervisory Excellence Program, builds Motivational Interviewing skills with social workers and supervisors and is a Safe Measures Trainer and Signs of Safety Practice Leader. For two years he was Alameda County's Child Welfare Induction Training Supervisor where he trained over 130 new hires. He is a licensed Marriage and Family Therapist.





**Rita Reneaux** brings over 25 years of in-depth experience as a management consultant, coach, trainer and speaker. Educated in Social Work and Psychology at San Diego State University, she managed large departments and regional offices of a global training and development firms where she honed her specialty in coaching and developing effective partnerships at home, at work and in the community. Her work provides participants access to their inherent capacities to communicate effectively, take responsibility for themselves and their environment, work collaboratively, and fulfill their commitments with passion and satisfaction. She creates a safe environment for people to explore and address sensitive issues, align on resolutions and objectives and implement plans successfully and honorably.

**Linda Bello, MSW** has worked on behalf of children and families for over 25 years. She is the Lead Training Specialist with Portland State University's Child Welfare Partnership in Salem, Oregon and is responsible for coordinating Core Training for all state Child Welfare workers. Linda is a past presenter at the National Association of Training and Staff Development Association and was the recipient of that organization's 2008 Lifetime Achievement Award.

**Kirstin O'Dell, MSW** has been an evaluator with the Child Welfare Partnership for the past 13 years. She has been evaluating child welfare trainings for the past 6 years. She holds a Masters Degree in Social Work from the University of Kentucky. Ms. O'Dell most recently presented two sessions at the 2010 National Staff Development and Training Association's Annual Conference in Boston.

**Crystal Shackelford, MSW** has worked with Riverside County for 14 years in the field of Child Welfare. Beginning as a Court Dependency investigator, forensic interviewer, supervisor, field instructor for social work students, and for the last 3.5 years as a Staff Development Officer who develops, trains, and coordinates trainings for Children's Services staff. Crystal is also a PCWTA trainer who has trains lineworker core and developed the e-learning courses: "Planned and Purposeful Visits" and "Sibling Sex abuse with Adolescent Offenders."

**Sabrina Byrnes, BS** has been training for the Butler Institute for Families at the University of Denver, Graduate School of Social Work for two years. Prior to her work at the Butler Institute, Ms. Byrnes worked for eight years in a public child welfare agency as an ongoing and intake caseworker, as well as a Child Protection Intake Supervisor. Ms. Byrnes also has four years of private child welfare and adoption experience. As a trainer, Ms. Byrnes has participated in the implementation of the Colorado New Child Welfare Worker Training Academy and delivers the seven modules associated with the Academy. Ms. Byrnes further provides training for child welfare supervisors, caseworkers and foster parents. Ms. Byrnes participated in the training of many Court Appointed Special Advocates in Jefferson County Colorado from 2002-2007. Ms. Byrnes was awarded the 2009 Excellence in Practice, Spirit of the Summit Multi-Disciplinary Team Award for assisting in the development and implementation of the Jefferson County Family Integrated Treatment Court. Ms. Byrnes carries expertise in the areas of





child welfare intake, risk and safety assessments, domestic violence and ongoing child protection. Ms. Byrnes also has spoken around the state of Colorado on Safety Assessment as it pertains to substance use, as well as recognition of abuse and neglect in children.

**Randy Jenkins, MSW** is a social work consultant, specializing in Parent Engagement, Engaging Fathers, and Building Community Partnerships. He has over 30 years experience in child welfare systems in several states as a caseworker, program consultant, manager, and administrator. As the CEO of WillJenk Consulting Services, LLC, he has worked as a consultant over the past 10 years to states, counties, universities, and non-profit agencies, providing technical assistance and training to child welfare staff, birth parents (especially fathers), resource parents, and community partners. Randy has presented at national, state, and local conferences regarding strategies for developing Parent Engagement programs, and has conducted a number of forums, trainings and planning regarding Engaging Fathers in Child Welfare. As a Family Partner with the National Resource Center for Permanency and Family Connections, Randy consults with number of states in planning and program and policy development, to assist them in meeting their Child and Family Services Review requirements. Randy received his BA from Voorhees College in Denmark, South Carolina and his MSW from the University of South Carolina.

**Rudy Torres, BA** is a trainer with Portland State University Child Welfare Partnership. He has worked for PSU since March of 2010; with primary responsibilities in the CORE training of newly hired DHS employees. In addition, he provides Spanish language training to foster adopt and relative caregivers. Prior to working with PSU, he worked for DHS from 2002 to 2010 as a Child Protective Services worker and in Certification for foster and relative caregivers.

**Sandra McIlhenny** is a trainer with Portland State University Child Welfare Partnership. She has worked for PSU since 2003 as a trainer providing advanced training for Oregon's foster, adopt and relative caregivers. She previously worked for the State of Oregon Department of Human Services from 1996 to 1998, as a recruitment and retention specialist for foster and adoptive homes and from 1996 to 2003 as a trainer and lead worker in the Recruitment, Retention and Training Unit.

**Nora-Joanne Gerber** is a member of the University of California at Davis Extension faculty, a credentialed educator, and an entrepreneur. As an independent training consultant, she provides workshops for Child Welfare, Foster/Kin Care Education, Independent Living, Welfare-To-Work, and Public Education programs. She is a recipient of the U.C. Davis Center for Human Service's Outstanding Service award for teaching, and also received the Distinguished Service in Training Award from the National Staff Development and Training Association, an affiliate of the American Public Human Services Association. Nora utilizes her 40+ years of teaching and training expertise, along with her enthusiasm and sense of humor, to provide staff with relevant information and the motivation to master essential skills.





**Rose Marie Wentz, MA** has worked in the field of child welfare for 34 years. She has been a social worker, licenser, social work supervisor, trainer, supervisor of Washington State Training Academy, a residential treatment worker and a CASA for King County Juvenile Court. She is on the board of the National Staff Development and Training Association and is a consultant for the National Resource Center for Permanency and Family Connections. She provides training and consulting on case planning, collaboration, concurrent planning, engaging clients, visit planning, permanency planning, diversity and supervision. In this capacity she has worked with agency and staff in over 65 counties and states and in two countries. Rose has an undergraduate degree in Social Work and a graduate degree in Public Administration. She has presented at WCTC and other national conferences.

