



OCTOBER 4-6

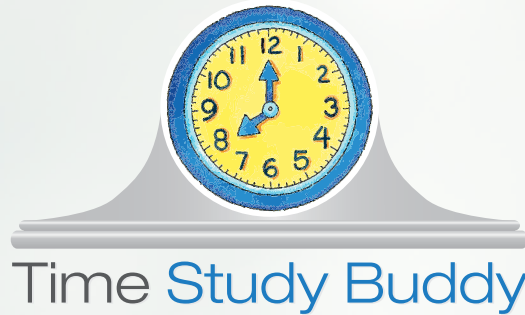
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CONVENTION CENTER**

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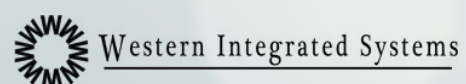
Platinum



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Bronze



# Welcome

Welcome to the CWDA 2017 Conference! We are thrilled to host our largest conference in recent years with more than 900 people gathered here in Sacramento County to *Advocate, Educate and Collaborate*.

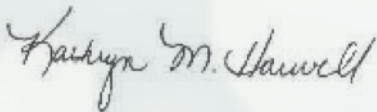
The desire to advocate for our communities and the lives of the children, families and aging individuals who we serve is what led us all into public service. We looked at the struggles and challenges in our communities, saw the needs and the resilience of so many and followed a calling to support and serve.

Educate and support – that’s at the core of all our county human services programs and systems. Thanks to each of you, we effectively and efficiently provide critical support in our communities, encourage self-sufficiency and protect our most vulnerable children and adults from abuse and neglect.

We also continue collaborating and advocating to improve the lives of the most vulnerable individuals in California. Over the years, CWDA has been a leader with our key partners in the development and implementation of several milestone policies and programs, including: the creation, implementation and ongoing transformation of the CalWORKs program; the creation of the statewide Adult Protective Services Program; the maturing of In-Home Supportive Services to ensure adults and children are able to live safely in their own homes; the extension of foster care supports to youth beyond age 18; implementation of the landmark Continuum of Care Reform in child welfare; and the successful expansion of the Medi-Cal program, under which we enrolled millions of new clients into health care coverage through the Affordable Care Act. We have also partnered with legislators and other organizations to eliminate the Maximum Family Grant rule in CalWORKs, create and expand a state Earned Income Tax Credit for low-income working families and individuals, and develop an expanding array of targeted assistance for participants in our programs who are experiencing homelessness.

The next few days provide a great opportunity for you to join your colleagues from the state and local levels, and in the public and private sectors, to continue to promote innovation and to expand our approaches to best serving children, families and aging individuals.

Thank you for being part of the CWDA team and 2017 conference.



**Kathy Harwell**  
**CWDA President**  
Director, Stanislaus  
County Community  
Services Agency



**Elizabeth Kelly**  
**CWDA Conference  
Co-Chair**  
Director, Colusa County  
Department of Health  
and Human Services



**Juliet Webb**  
**CWDA Conference  
Co-Chair**  
Director, Tulare Human  
Services Agency

# Agenda-At-A-Glance

WEDNESDAY, OCTOBER 4		ROOM 304/305	ROOM 308
8:00 am - 9:00 am	VIP Sponsor Breakfast (Invite Only)		Hyatt, Tahoe Room
8:30 am	Sponsor Exhibits Open		3rd Floor, East Lobby
8:30 am - 10:00 am	Registration		1st Floor, East Lobby
<b>10:00 am - 11:30 am</b>	<b>OPENING GENERAL SESSION</b>		<b>3rd Floor, Room 307/314</b>
11:30 am - 12:00 pm	Break		
12:00 pm - 1:00 pm	Lunch		1st Floor, Exhibit Hall B
1:00 pm - 1:20 pm	Dessert Break		3rd Floor, East Lobby
1:00 pm - 5:00 pm	Platinum Sponsors One-On-One Client Meetings		3rd Floor, Room 302/303
<b>1:20 pm - 2:50 pm</b> <b>BREAKOUT SESSIONS ONE</b>		<b>Innovative Tribal and County Partnerships</b>	<b>Addressing Poverty, Housing and Services Needs in California Communities</b>
2:50 pm - 3:10 pm	Refreshment Break		3rd Floor, East Lobby
<b>3:10 pm - 4:45 pm</b> <b>BREAKOUT SESSIONS TWO</b>		<b>How to Move Ahead within a Human Services Agency</b>	<b>Collaboration and Connecting Housing Partners to Serve Families Experiencing Homelessness</b>
5:00 pm - 6:30 pm	Conference-wide Dinner Reception		3rd Floor, East Lobby
THURSDAY, OCTOBER 5		ROOM 304/305	ROOM 308
7:45 am - 8:45 am	Breakfast		1st Floor, Exhibit Hall B
8:00 am	Sponsor Exhibits Open		3rd Floor, East Lobby
8:30 am - 12:30 pm	Platinum Sponsors One-On-One Client Meetings		3rd Floor, Room 302/303
<b>9:00 am - 10:30 am</b>	<b>GENERAL SESSION TWO</b>		<b>3rd Floor, Room 307/314</b>
10:30 am - 11:00 am	Break		
<b>11:00 am - 12:30 pm</b> <b>BREAKOUT SESSIONS THREE</b>		<b>Health Based SSI Advocacy - Bringing the Doctor to the Client</b>	<b>Recruitment of Resource Homes and Trauma Informed Practice in Schools</b>
12:30 pm - 1:15 pm	Lunch		3rd Floor, Exhibit Hall B
1:00 pm - 5:00 pm	Platinum Sponsors One-On-One Client Meetings		3rd Floor, Room 302/303
1:15 pm - 1:45 pm	Dessert Break		3rd Floor, East Lobby
<b>1:45 pm - 3:00 pm</b>	<b>GENERAL SESSION THREE</b>		<b>3rd Floor, Room 307/314</b>
3:00 pm - 3:30 pm	Refreshment Break		3rd Floor, East Lobby
<b>3:30 pm - 5:00 pm</b> <b>BREAKOUT SESSIONS FOUR</b>		<b>The Ethics of WIC 827</b>	<b>Advocate, Educate, Collaborate - The Next Phase of Health Care Reform</b>
FRIDAY, OCTOBER 6		ROOM 304/305	ROOM 308
7:30 am - 8:30 am	Breakfast		1st Floor, Exhibit Hall B
8:00 am	Sponsor Exhibits Open		3rd Floor, East Lobby
<b>8:30 am - 10:00 am</b> <b>BREAKOUT SESSIONS FIVE</b>			<b>Trauma in Human Services: Impact and Recovery</b>
10:00 am - 10:15 am	Break		
<b>10:15 am - 12:00 pm</b>	<b>CLOSING GENERAL SESSION</b>		<b>3rd Floor, Room 307/314</b>

# Agenda-At-A-Glance

ROOM 309/310		ROOM 311/312		ROOM 313	WEDNESDAY, OCTOBER 4
					8:00 am - 9:00 am
					8:30 am
					8:30 am - 10:00 am
Keynote: Lateefah Simon					10:00 am - 11:30 am
					11:30 am - 12:00 pm
					12:00 pm - 1:00 pm
					1:00 pm - 1:20 pm
					1:00 pm - 5 pm
Unconscious Bias in the Workplace		Partnering for Justice in Aging		CalWORKs 2.0 Road Tests: Implementation Insights and County Experiences	1:20 pm - 2:50 pm BREAKOUT SESSIONS ONE
					2:50 pm - 3:10 pm
Partnering with Hospitals to Process CalFresh Applications		Race, Gender, Power and Child Sex Trafficking		Options for IHSS and IHSS Helpline	3:10 pm - 4:45 pm BREAKOUT SESSIONS TWO
					5:00 pm - 6:30 pm
ROOM 309/310		ROOM 311/312		ROOM 313	THURSDAY, OCTOBER 5
					7:45 am - 8:45 am
					8:00 am
					8:30 am - 12:30 pm
Keynote: Robin Karr-Morse					9:00 am - 10:30 am
					10:30 am - 11:00 am
Partnerships to End Hunger: Innovate Public-Private Partnership to Maximize Participation in Nutrition Safety-Net Programs		Telling the Story of Human Services in Media and Social Media		San Francisco Clinical and Quality Assurance Unit: Promoting Positive Outcomes for Adults with Disabilities and Older Adults	11:00 am - 12:30 pm BREAKOUT SESSIONS THREE
					12:30 pm - 1:15 pm
					1:00 pm - 5:00 pm
					1:15 pm - 1:45 pm
Moderator: Juliet Webb   Keynotes: Dr. Margot Kushel & Kevin Prindiville					1:45 pm - 3:00 pm
					3:00 pm - 3:30 pm
CalFresh and Foster Care: Understanding Eligibility and Promoting Cross Coordination		Building Workers: Washington Street Productions		Older Homeless Adults and IHSS: A Potential Pathway to Housing?	3:30 pm - 5:00 pm BREAKOUT SESSIONS FOUR
ROOM 309/310		ROOM 311/312		ROOM 313	FRIDAY, OCTOBER 6
					7:30 am - 8:30 am
					8:00 am
Enhancing the Customer Experience Through Technology		Immigration Issues in Child Welfare		Work Readiness - Community Collaboration for Self Sufficiency	8:30 am - 10:00 am BREAKOUT SESSIONS FIVE
					10:00 am - 10:15 am
Keynote: Sonia Nazario					10:15 am - 12:00 pm

# Day One > Wednesday, October 4

8:00 AM - 9:00 AM	VIP SPONSOR BREAKFAST (INVITE ONLY)	HYATT, TAHOE ROOM
8:30 AM	SPONSOR EXHIBITS OPEN	3RD FLOOR, EAST LOBBY
8:30 AM - 10:00 AM	REGISTRATION	1ST FLOOR, EAST LOBBY
10:00 AM - 11:30 AM	<p><b>OPENING GENERAL SESSION</b>  <b>Beyond Survival</b>            With the current administration's cuts in vital services, the number of communities in need is on the rise. In this talk, Lateefah Simon will offer insights on the challenges facing the social welfare sector today and the opportunities those challenges present. She will draw from over two decades of experience serving vulnerable populations as well as her own remarkable story. Once a system-involved youth, Lateefah has helped several social justice organizations, received a MacArthur "Genius Grant," and created award winning programs for young people in the juvenile and criminal justice systems. This candid anecdotal talk illustrates how advancement goes beyond mere survival.</p>	<p><b>3RD FLOOR, ROOM 307/314</b></p> <p><b>Kathy Harwell</b>, CWDA President, Director, Stanislaus Community Services Agency  <b>Don Nottoli</b>, Fifth District Supervisor, County of Sacramento Board of Supervisors  <b>Will Lightbourne</b>, Director, California Department of Social Services</p> <p><b>Keynote: Lateefah Simon</b>, Social Rights Activist and President of the Akonadi Foundation</p>
11:30 AM - 12:00 PM	BREAK	
12:00 PM - 1:00 PM	LUNCH	1ST FLOOR, EXHIBIT HALL B
1:00 PM - 1:20 PM	DESSERT BREAK	3RD FLOOR, EAST LOBBY
1:00 PM - 5:00 PM	<p><b>PLATINUM SPONSORS ONE-ON-ONE CLIENT MEETINGS</b>  <b>Time Study Buddy</b>  <b>Accenture</b></p>	<p>3rd Floor, Room 302            3rd Floor, Room 303</p>
1:20 PM - 2:50 PM	<p><b>BREAKOUT SESSIONS ONE</b>  <b>Innovative Tribal and County Partnerships</b>  <b>Addressing Poverty, Housing and Service Needs in California Communities</b>  <b>Unconscious Bias in the Workplace</b>  <b>Partnering for Justice in Aging</b>  <b>CalWORKs 2.0 Road Tests: Implementation Insights and County Experiences</b></p>	<p>Room 304/305            Room 308            Room 309/310            Room 311/312            Room 313</p>
1:20PM - 2:50PM	<p><b>INNOVATIVE TRIBAL &amp; COUNTY PARTNERSHIPS</b>            This presentation will focus on the development and implementation of a Memorandum of Understanding between Alpine County and the Washoe Tribe for Child Welfare Services.</p>	<p><b>ROOM 304/305</b>  <b>Nichole Williamson</b>, Director Alpine County Health &amp; Human Services Department  <b>Suzanne Garcia</b>, Staff Attorney, Tribal Law &amp; Policy Institute</p>

# Day One > Wednesday, October 4

1:20PM-2:50PM

## ADDRESSING POVERTY, HOUSING AND SERVICE NEEDS IN CALIFORNIA COMMUNITIES

Hear from a panel of city and county leaders, along with state-level advocates, about their efforts to address the growing housing crisis in California and bring services to bear for homeless individuals and families. Panelists will address the implications of the legislatively approved housing package for county human services agencies and their clients, as well as discuss the joint housing task force led by the California State Association of Counties.

ROOM 308

Speaker: TDB

1:20PM - 2:50PM

## UNCONSCIOUS BIAS IN THE WORKPLACE

Social science studies reveal that a person's way of thinking, behaving, and being are deeply influenced by factors such as race/ethnicity, social class, and language. Likewise, the preferred way in which information is delivered or understood is also closely tied to social constructs. Knowledge of history, culture, traditions, and values is vital for us to connect with each other. This workshop will help participants become more effective in working with individuals from different cultures. We will identify values that may create conflict or miscommunication between customers and workers - and learn how to understand customers in the context of socioeconomic systems.

ROOM 309/310

**Carl Rabun**, Academic Coordinator, UC Davis Extension - The Center for Human Services  
**Kristen Bennett**, Public Education Specialist IV, UC Davis Extension - The Center for Human Services

1:20PM - 2:50PM

## PARTNERING FOR JUSTICE

Join us on a journey through the history, recent accomplishments, and future opportunities to advance elder justice. This session will focus on the benefits of partnership and provide examples of how attendees can engage a wider partnership network for elder justice initiatives in their own jurisdictions. The panel features representatives from a county, state and national level. Presentation and panel discussion will include local and statewide awareness strategies, lessons learned, and multi-stakeholder engagement strategies to advance future elder justice initiatives.

ROOM 311/312

**Alexandra Pierce**, Deputy Director, Adult & Aging Services, Merced County Human Services Agency  
**Lori Delagrammatikas**, Adult Protective Services Liaison, California  
**Lisa Nerenberg**, Executive Director, California Elder Justice Coalition  
**Jill Nielsen**, Deputy Director of Programs, City & County of San Francisco, Department of Aging & Adult Services

1:20PM - 2:50PM

## CALWORKS 2.0 ROAD TESTS: IMPLEMENTATION INSIGHTS AND COUNTY EXPERIENCES

CalWORKs 2.0 is a CWDA led effort to move California's most vulnerable families forward using a goal-achievement service delivery framework. To develop CalWORKs 2.0, a Strategic Initiative team worked collaboratively with counties to learn and innovate around best practices and evidence from the field. For the past six months select counties piloted tools and resources that operationalize the vision of CalWORKs 2.0. During this session team members and road test implementation staff will share their efforts to innovate around sustainable program improvement. The panel will share insights and experiences related to the quality and effectiveness of CalWORKs 2.0 tools and resources and about the road test piloting process. The team will also preview future opportunities for counties to engage with the initiative.

ROOM 313

**Natasha Nicolai**, Senior Research Analyst, Mathematica Policy Research  
**Noelle Simmons**, Deputy Director, Economic Support & Self-Sufficiency Programs, San Francisco Human Services Agency  
**Marti Hufft**, Program Manager II, Humboldt County Department of Health & Human Services  
**Stephanie Navarro**, Job Specialist, Fresno County Department of Social Services

2:50 PM - 3:10 PM

## REFRESHMENT BREAK

3RD FLOOR, EAST LOBBY

# Day One > Wednesday, October 4

## BREAKOUT SESSIONS TWO

3:10 PM - 4:45 PM

**How to Move Ahead within a Human Services Agency**

Room 304/305

**Collaboration and Connecting Housing Partners to Serve Families**

Room 308

**Experiencing Homelessness**

**Partnering with Hospitals to Process CalFresh Applications**

Room 309/310

**Race, Gender, Power and Child Sex Trafficking**

Room 311/312

**Options for IHSS and IHSS Helpline**

Room 313

3:10PM - 4:45PM

### HOW TO MOVE AHEAD WITHIN A HUMAN SERVICES AGENCY

This session is designed to be an informal conversation between conference participants and a panel comprised of industry leaders who come from vastly different career paths, yet hold the highest positions in the organizational chart of their respective human services agency. Learn to how they came to their positions of leadership. Learn to what they see as important skills and values when they select staff for promotional opportunities in their quest to build and maintain a high functioning human services agency. Join in on the conversation as you prepare yourself to move ahead in your agency.

### ROOM 304/305

**Mike Dent**, Director of Social Services, Nevada County Social Services

**Michael Heggarty**, Health & Human Services Agency Director, Nevada City

**Kathryn Harwell**, Director, Stanislaus County Community Services Agency

**Trent Rhorer**, Executive Director, San Francisco Human Services Agency

3:10PM - 4:45PM

### COLLABORATING AND CONNECTING HOUSING PARTNERS TO SERVE FAMILIES EXPERIENCING HOMELESSNESS

Homelessness is a pervasive, multifaceted problem that affects the health and economic opportunities of individuals and families throughout the nation. This workshop will provide information on how social service agencies can support individuals and families experiencing homelessness by accessing state and federally funded housing programs and collaborating with housing service providers to implement these program in their local community. Attendees will get an overview of recently funded homeless initiatives including the CalWORKs Housing Support Program (HSP), the HUD-funded Youth Homelessness Demonstration Program (YHDP), the Bringing Families Home (BFH) program, and the Housing Disability Advocacy Program (HDAP). An interactive discussion will address the value collaboration brings to program implementation as well as the challenges and lessons learned related to coordinating housing efforts. Leave this workshop feeling ready to advocate, educate and collaborate in order to end homelessness in California.

### ROOM 308

**Ali Sutton**, Chief, Housing, Homelessness & Civil Rights Branch, California Department of Social Services

**Sharon McDonald**, Director for Families & Youth, National Alliance to End Homelessness

**Tom Stagg**, Director of Programs, Homeless Services Center

**Jessica Scheiner**, Senior Human Services Analyst, County of Santa Cruz, Human Services Department

3:10PM - 4:45PM

### PARTNERING WITH HOSPITALS TO PROCESS CALFRESH APPLICATIONS

Collaboration between the county of San Diego and hospitals in support of hunger initiatives by offering CalFresh as well as Medi-Cal eligibility evaluations. The county of San Diego's vision is a region that is building better health, living safely and thriving. In this session you'll learn about Live Well San Diego, how hunger impacts health, and how the health and human services agency partnered with hospitals to process CalFresh applications. This partnership supports the well-being of the individuals and the community, allows partners to meet objectives and supports the county's Live Well San Diego vision.

### ROOM 309/310

**Kim Forrester**, Chief, Agency Operations, County of San Diego, Health & Human Services Agency

**Nora Cortez**, Human Services Operations Manager, County of San Diego

**Perla Pace**, Manager, Patient Financial Services, Sharp HealthCare



# Day One > Wednesday, October 4

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**3:10PM - 4:45PM**

## **RACE, GENDER, POWER AND CHILD SEX TRAFFICKING**

What role does race and bias play in identifying and engaging youth victims of commercial sexual exploitation? This presentation explores how race, gender and power impact the identification and protection of youth who are sexually exploited. The presentation also includes a discussion to understand and address the role of implicit bias in identifying youth who are exploited, featuring recommendations from a survivor advisory board member of the Commercially Sexual Exploited Children (CSEC) Action Team.

## **ROOM 311/312**

**Moderator: Jasmine Amons**, Health Program Associate, National Center for Youth Law  
**Danna Basson**, Director of Research, WestCoast Children's Clinic  
**Amara Benjamin-Bullock**, Care Coordination Supervisor, WestCoast Children's Clinic;  
**Oree Freeman**, Advocate, CSEC Advisory Board

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**3:10PM - 4:45PM**

## **OPTIONS FOR IHSS AND IHSS HELPLINE**

In this session, San Francisco area agencies discuss the county's integrated continuum of In-Home Supportive Services (IHSS) care supporting a spectrum of consumer choices and needs along with Los Angeles area agencies to discuss the IHSS helpline.

## **ROOM 313**

**Mark Burns**, Executive Director, Homebridge  
**Kelly Dearman**, Executive Director, San Francisco IHSS Public Authority  
**Narinder Kumar**, Information Technology Manager, Los Angeles County Department of Public Social Services  
**Cynthia Schmidt**, Division Chief, Los Angeles County Department of Public Social Services

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**5:00 PM - 6:30 PM**

## **CONFERENCE-WIDE DINNER RECEPTION**

Come open the conference with us and mingle with colleagues and sponsors at the opening night reception.

## **3RD FLOOR, EAST LOBBY**

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# Day Two > Thursday, October 5

<b>7:45 AM - 8:45 AM</b>	<b>BREAKFAST</b>	<b>1ST FLOOR, EXHIBIT HALL B</b>
<b>8:00 AM</b>	<b>SPONSOR EXHIBITS OPEN</b>	<b>3RD FLOOR, EAST LOBBY</b>
<b>8:30 AM - 12:30 PM</b>	<b>PLATINUM SPONSORS ONE-ON-ONE CLIENT MEETINGS</b>	
	<b>Time Study Buddy</b>	<b>3rd Floor, Room 302</b>
	<b>Accenture</b>	<b>3rd Floor, Room 303</b>

**9:00 AM - 10:30 AM**    **GENERAL SESSION TWO**

**Scared Sick**  
 What if many major diseases leading to human misery and death could be reduced or minimized by an overlooked factor well within our control? What if genetics and aging were only part of the picture—not even the main players—in triggering hypertension, cardiovascular disease, obesity, addiction and emotional illness? Author, Robin Karr-Morse, unveils a previously unseen force underlying heart disease, diabetes, obesity, fibromyalgia, irritable bowel syndrome, chronic fatigue and pain, some forms of arthritis, osteoporosis, and a host of emotional and behavioral illnesses including addiction, anxiety and depression. She will discuss her book, Scared Sick, where she connects the dots between extraordinarily complex strands of research that are just emerging from psychology, neurobiology, endocrinology, immunology and genetics.

**3RD FLOOR, ROOM 307/314**  
**Kathy Harwell**, CWDA President, Director, Stanislaus Community Services Agency  
**Jennifer Kent**, Director, California Department of Health Care Services

**Keynote: Robin Karr-Morse**, Author and Therapist

<b>10:30 AM - 11:00 AM</b>	<b>COFFEE BREAK</b>
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<b>11:00 AM - 12:30 PM</b>	<b>BREAKOUT SESSIONS THREE</b>	
	Health Based SSI Advocacy - Bringing the Doctor to the Client	Room 304/305
	Recruitment of Resource Homes and Trauma Informed Practice in Schools	Room 308
	CalFresh Partnership - Counties, Schools and Food Banks	Room 309/310
	Telling the story of Human Services in Media and Social Media	Room 311/312
	Promoting Positive Outcomes for Older Adults with Disabilities	Room 313

**11:00AM - 12:30PM**    **HEALTH BASED SSI ADVOCACY - BRINGING THE DOCTOR TO THE CLIENT**

Serving a clientele that often does not have medical or mental health care; we have doctors and case managers onsite at San Francisco General Assistance (GA) and CalWORKs. This allows us to identify clients who have disabling conditions, document their disabilities, and complete successful applications for SSI/SSDI/CAPI benefits. The program was implemented over 13 years ago and now enables over 10% of the county GA caseload to transition to these benefits annually. Come hear how we got started, our keys to effective advocacy, and the benefits we bring our clients and the county.

**ROOM 304/305**  
**Tom Neill**, Manager, CAAP Health Services, San Francisco Human Services Agency  
**Shane McCall**, Supervising Physician, San Francisco Human Services Agency

# Day Two > Thursday, October 5

11:00AM - 12:30PM

## RECRUITMENT OF RESOURCE HOMES AND TRAUMA INFORMED PRACTICE IN SCHOOLS

This interactive workshop will discuss the All School Parent Empowerment Network (ASPEN) and the collaborative partnership between the Department of Social Services, Probation and the San Luis Obispo County Office of Education in recruiting resource families in schools to increase the ability of foster children to remain in their communities and schools of origin. In addition, the county's work in providing Trauma Informed Practice in Schools (TIPS) and the development of a multi stakeholder trauma toolbox to support increased empowerment and emotional regulation of children and youth, placement stability, academic and social wellbeing, mitigation of further trauma and increased retention of resource families will be shared.

### ROOM 308

**Julie DeFranco**, Program Manager II, San Luis Obispo County Department of Social Services  
**Jessica Thomas**, Senior Coordinator, San Luis Obispo County Office of Education  
**Kathy Hannemann**, Educational Consultant, San Luis Obispo County Office of Education  
**Ron Huxley**, Licensed Marriage and Family Therapist

11:00AM - 12:30PM

## PARTNERSHIPS TO END HUNGER: INNOVATE PUBLIC-PRIVATE PARTNERSHIP TO MAXIMIZE PARTICIPATION IN NUTRITION SAFETY-NET PROGRAMS

Alameda County Community Food Bank and Oakland Unified School District have worked together for more than 15 years, pioneering new business practices, programming, and messaging to maximize participation in nutrition programs. This workshop will explore the problem of hunger and the opportunity for systems-level solutions. Panelists will also share their experiences in navigating the challenges and reaping the benefits of building high functioning, cross-sector collaborations to reach a broader community of constituents. Please bring your ideas, questions and curiosities to this workshop; we look forward to a robust discussion.

### ROOM 309/310

**Allison Pratt**, Chief, Partnership and Strategy, Alameda County Community Food Bank  
**Jennifer LeBarre**, Executive Director, Nutrition Services, Oakland Unified School District

11:00AM - 12:30PM

## TELLING THE STORY OF HUMAN SERVICES IN MEDIA AND SOCIAL MEDIA

From video testimonies of individuals whose lives have been transformed by social services programs to national media coverage, the San Bernardino County Human Services Communications team has worked extensively to tell the stories of their departments and those they serve. Learn how the team that serves the largest geographic county in the United States has leveraged media relations, video and social media content to create an awareness of their agency's services. With limited resources, their efforts have successfully generated national media coverage. Learn from their best practices in media relations including the low to no budget tools they use to "tell their story."

### ROOM 311/312

**C.L. Lopez**, Human Services Communications Officer, San Bernadino County

11:00AM - 12:30PM

## SAN FRANCISCO'S CLINICAL AND QUALITY ASSURANCE UNIT: PROMOTING POSITIVE OUTCOMES FOR ADULTS WITH DISABILITIES AND OLDER ADULTS

The Clinical and Quality Assurance Unit within San Francisco's Department of Aging and Adult Services (DAAS) provides critical clinical services to In-Home Supportive Services (IHSS) and Adult Protective Services (APS) consumers. This unit is staffed by Registered Nurses and Licensed Clinical Social Workers that are able to provide medical and behavioral health care support to adults with disabilities and older adults. Services are provided across the continuum of care ranging from wellness to crisis, with the goal of carrying out enhanced assessment and support for consumers with complex issues that extend beyond individual programmatic roles. The integrated social and medical approach that the unit takes to address casework has demonstrated positive client outcomes on a range of health indicators.

### ROOM 313

**Jill Nielsen**, Deputy Director of Programs, City & County of San Francisco, Department of Aging and Adult Services  
**Ria Mercado**, Director of Quality Management Services, San Francisco Department of Aging & Adult Services  
**Akiles Ceron**, Adult Protective Services Program Director, City & County of San Francisco

# Day Two > Thursday, October 5

12:30 PM - 1:15 PM	LUNCH	1ST FLOOR, EXHIBIT HALL B
1:00 PM - 5:00 PM	<b>PLATINUM SPONSORS ONE-ON-ONE CLIENT MEETINGS</b> DXC Technology IBM	3rd Floor, Room 302 3rd Floor, Room 303
1:15 PM - 1:45 PM	DESSERT BREAK	3RD FLOOR, EAST LOBBY
1:45 PM - 3:00 PM	<b>GENERAL SESSION THREE</b> <b>Seniors, Poverty and Homelessness in California</b> California's older adult population is growing rapidly – and so is the population of seniors in poverty. Older adults living in poverty confront many threats to their wellbeing, including, increasingly, homelessness. In this keynote panel, Juliet Webb, Director of Tulare County Human Services, will lead Kevin Prindiville, Executive Director of Justice in Aging, and Dr. Margot Kushel, UCSF School of Medicine, in a discussion of the state of senior poverty and homelessness in California, who is impacted, how it looks, and what can be done about it.	<b>3RD FLOOR, ROOM 307/314</b> <b>Moderator: Juliet Webb</b> , CWDA Conference Co-Chair, Director, Tulare Human Services Agency  <b>Keynote: Dr. Margot Kushel</b> , Professor of Medicine and Faculty Member, Zuckerberg San Francisco General Hospital and University of California, San Francisco  <b>Keynote: Kevin Prindiville</b> , Executive Director, Justice in Aging
3:00 PM - 3:30 PM	REFRESHMENT BREAK	3RD FLOOR, EAST LOBBY
3:30 PM - 5:00 PM	<b>BREAKOUT SESSIONS FOUR</b> The Ethics of WIC 827 Advocate, Educate, Collaborate - The Next Phase of Health Care Reform CalFresh and Foster Care: Understanding Eligibility and Promoting Cross Coordination Building Workers: Washington Street Productions Older Homeless Adults and IHSS: A potential pathway to housing?	Room 304/305 Room 308  Room 309/310  Room 311/312 Room 313
3:30PM - 5:00PM	<b>THE ETHICS OF WIC 827</b> Recognizing the difficulty of obtaining juvenile records because of confidentiality provisions, this presentation will offer instruction on how to streamline access to protected information, provide a comprehensive overview of the confidentiality statutes related to child welfare records, and discuss who is and is not entitled to access and the method or process of obtaining records. The ethical responsibilities of cross sharing information will be addressed, within and outside of the juvenile court system. We will open a dialogue regarding legislative fixes and rule changes related to the exchange of confidential information.	<b>ROOM 304/305</b> <b>Alyssa Skolnick</b> , Principal Deputy County Counsel, Los Angeles County Counsel <b>Zepur Simonian</b> , Research Attorney, Los Angeles Superior Court

# Day Two > Thursday, October 5

3:30PM - 5:00PM

## ADVOCATE, EDUCATE, COLLABORATE – THE NEXT PHASE OF HEALTH CARE REFORM

This session will bring together thought leaders from the advocate, provider, state and county community to discuss proposed federal health care reform changes. Presenters will provide an overview of what's happened to date at the federal level regarding health care reform efforts and implications for California as we work to understand and navigate through proposed changes. Presenters will give perspectives of potential impacts of proposed federal changes and how the health care community must engage and collaborate in addressing proposed changes and impacts such changes will have on populations who rely upon public assistance programs, with particular focus on Medi-Cal.

## ROOM 308

**Rene Mollow**, Deputy Director, Health Care Benefits & Eligibility, Department of Health Care Services  
**Anthony Wright**, Executive Director, Health Access California  
**Jackie Bender**, Vice President of Policy, California Association of Public Hospitals & Health Systems  
**Cathy Senderling-McDonald**, Deputy Executive Director, County Welfare Directors Association

3:30PM - 5:00PM

## CALFRESH AND FOSTER CARE: UNDERSTANDING ELIGIBILITY AND PROMOTING CROSS COORDINATION

This presentation will provide attendees a general overview of CalFresh and Foster Care with an emphasis on recent changes, such as the extension of foster care to non-minor dependents. The session will provide clarity on current CalFresh policy impacting foster youth, discuss best practices for coordination between CalFresh and Foster Care, and explore policy and community based solutions to address remaining challenges in promoting foster youth access to CalFresh.

## ROOM 309/310

**Alexis Fernández**, Chief, CalFresh Policy, California Department of Social Services  
**Simone Tureck**, Associate Policy Director, John Burton Advocates for Youth  
**Susan Zimny**, Policy Analyst, California Department of Social Services

3:30PM - 5:00PM

## BUILDING WORKERS: WASHINGTON STREET PRODUCTIONS

Join us to learn the design and outcomes of California State Association of Counties' (CSAC) Challenge Award-winning subsidized employment program, Washington Street Productions (WSP). If your agency struggles to meet Work Participation Rate (WPR) and re-engage the hardest to serve in your welfare-to-work program, the innovative partners of Job Training Center and Tehama County Department of Social Services will reveal one strategy: build your own factory! Provide immediate, meaningful work, address barriers and increase job skills in rural or urban communities. Use behavior modification techniques while evaluating work readiness and building soft-skills to achieve goals.

## ROOM 311/312

**Moderator: Elizabeth Kelly**, Director, Colusa County Department of Health and Human Services  
**Amanda Sharp**, Director, Tehama County Department of Social Services  
**Tara Loucks-Shepherd**, Program Manager, Tehama County Department of Social Services  
**Cheryl Carter**, Program Supervisor, Job Training Center/Washington Street Productions

3:30PM - 5:00PM

## OLDER HOMELESS ADULTS AND IHSS: A POTENTIAL PATHWAY TO HOUSING?

The goal of the presentation is to inform the attendees about a new pilot program launching in Alameda County which seeks to use In-Home Supportive Services as a bridge to housing homeless older adults with family and friends. We want the attendees to understand the research behind this effort, to inform them about the structure of the pilot which involves collaboration with public and community partners, and to explain some initial lessons learned from our beginning months of implementation

## ROOM 313

**Randy Morris**, Assistant Agency Director, Adult & Aging Services Department, Alameda County Social Services Agency  
**Dr. Margot Kushel**, Professor of Medicine and Faculty Member, Zuckerberg San Francisco General Hospital and University of California, San Francisco  
**Claire Ramsey**, Senior Staff Attorney, Justice in Aging  
**Robert Ratner**, Housing Services Director, Alameda County Health Care Services Agency

# Day Three > Friday, October 6

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<b>7:30 AM - 8:30 AM</b>	<b>BREAKFAST</b>	<b>1ST FLOOR, EXHIBIT HALL B</b>
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<b>8:00 AM</b>	<b>SPONSOR EXHIBITS OPEN</b>	<b>3RD FLOOR, EAST LOBBY</b>
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<b>8:30 AM - 10:00 AM</b>	<b>BREAKOUT SESSIONS FIVE</b>	
	Trauma in Human Services: Impact and Recovery	Room 308
	Enhancing the Customer Experience Through Technology	Room 309/310
	Immigration Issues in Child Welfare	Room 311/312

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	Work Readiness - Community Collaboration for Self Sufficiency	Room 313
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<b>8:30AM - 10:00AM</b>	<b>TRAUMA IN HUMAN SERVICES: IMPACT AND RECOVERY</b> <p>Human services professionals have a higher incidence of traumatic stress than the typical workforce, as a result of chronic exposure to human tragedy, crisis, pain and suffering. Cutting edge neuroscience research offers newer understanding about the impact of primary and secondary trauma. Updated interventions that build employee resilience, promote well-being and address organizational culture are essential to enhance employee well-being and increase talent retention.</p>	<b>ROOM 308</b> <p><b>Beth Cohen</b>, Clinical &amp; Organizational Psychologist, UC Davis Center for Human Services</p>
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<b>8:30AM - 10:00AM</b>	<b>ENHANCING THE CUSTOMER EXPERIENCE THROUGH TECHNOLOGY</b> <p>Sacramento and San Bernardino counties will share recent innovations they have implemented in partnership with their SAWS systems, using technology to improve the customer experience. Learn how San Bernardino County and C-IV implemented predictive call handling in the San Bernardino Customer Service Center, and how Sacramento County is utilizing functionality in CalWIN's online customer portal that allows for notifications, electronic signature and two-way, real time online communication between eligibility workers and their customers.</p>	<b>ROOM 309/310</b> <p><b>Moderator: Christiana Smith</b>, Information Technology Associate, CWDA <b>Ashley Arnold</b>, Human Services Program Planner, County of Sacramento <b>Yolanda Banuelos</b>, Business Systems Analyst, CSAC-Welfare Client Data Systems <b>James LoCurto</b>, Assistant Director, San Bernardino County <b>Danielle Benoit</b>, C-IV Contact Center Manager, C-IV Project</p>
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# Day Three > Friday, October 6

**8:30AM - 10:00AM**

## **IMMIGRATION ISSUES IN CHILD WELFARE**

Today's environment of increased immigration enforcement and anti-immigrant rhetoric often strains the relationship between the child welfare professional and the children and families they serve. This training will provide an overview of recent changes to immigration policy and how they impact children and families, as well as discuss state law and federal policy that governs when parents involved in the child welfare system face immigration detention or deportation. Further, we will cover best practices and policies governing child welfare systems involvement with immigrant families.

**ROOM 311/312**

**Rachel Prandini**, Immigrant Youth Project Attorney, Immigrant Legal Resource Center  
**Angie Junck**, Attorney, Immigrant Legal Resource Center

**8:30AM - 10:00AM**

## **WORK READINESS – COMMUNITY COLLABORATION FOR SELF-SUFFICIENCY**

This session will help counties prepare and establish their own work readiness events. Employers have historically reported that many job seekers arrived at job fairs unprepared with no resume, dressed inappropriately and/or lacking interviewing skills requiring counties to develop work readiness events to address barriers to obtaining jobs. These free events are coordinated by the county and community agencies for job seekers to obtain help with resumes, haircuts, interview clothing, interview practice and much more. The event results have been substantial.

**ROOM 313**

**Alyson Kohl**, Program Manager, Shasta County Health & Human Services Agency  
**Norma Mosqueda**, Community Impact Director, United Way of Northern California  
**Martha Erdman**, Eligibility Supervisor, Shasta County Health & Human Services Agency  
**Russell Robinson**, Employment & Training Worker II, Shasta County Health & Human Services Agency

**10:00 AM - 10:15 AM**

**BREAK**

**10:15 AM - 12:00 AM**

## **CLOSING GENERAL SESSION**

### **Enrique's Journey: Why California Must Heal Immigrant Children's Traumas**

More than half of all children in California have an immigrant parent, and one in six has a parent who is in the U.S. unlawfully. Nearly all of these children share an searing experience: they have been separated from a parent in the process of coming to the U.S.

Nazario's presentation will discuss the tremendous traumas many of these children have faced even before they arrive to California—harrowing conditions that pushed them out of their home countries, the modern-day odyssey many of these children go on to reach the United States, and the increasing difficulties they encounter once they settle into the U.S. and face conflicts with parents who are strangers to them. Today, with a marked uptick in deportations, U.S. born children have mounting anxieties over being separated—again—from parents when they are deported, and of landing in foster care. Teachers see children who are crying, have hair falling out, are developing nervous ticks due to stress.

Nazario will show how critical it is to understand and address these traumas through the true story of one boy, Enrique, whose mother leaves him in Honduras when he is just five years old to go work in the U.S. After not seeing his mother for 11 years, Enrique braves unimaginable hardship and peril to set off on his own to find her. He makes a harrowing journey clinging to the tops of freight trains through Mexico. He faces bandits, gangsters, corrupt cops, and El Tren de la Muerte--The Train of Death--in his drive to reach her. Enrique's Journey, perhaps the most read immigration book in the U.S. today, is a timeless story of families torn apart and yearning to be together again, of determination, a story so many California children have endured. To report Enrique's Journey, Nazario retraced Enrique's steps and spent months clinging to the tops of freight trains up the length of Mexico.

She will talk about what welfare directors and social workers can do to help immigrant children get past these traumas and thrive.

**3RD FLOOR, ROOM 307/314**

**Keynote: Sonia Nazario**, Author and Journalist

# Keynote Presenters



WEDNESDAY, OCTOBER 4 > 10-11:30AM

## Beyond Survival

**Lateefah Simon, Social Rights Advocate and President of the Akonadi Foundation**

Lateefah Simon stepped into her role as Akonadi Foundation's President in August 2016. A nationally recognized advocate for civil rights and racial justice, Lateefah brings over 20 years of executive experience in advancing opportunities for communities of color and low-income communities in the Bay Area. Prior to joining Akonadi, she served as Program Director for the San Francisco-based Rosenberg Foundation, a statewide grantmaker focusing on systemic barriers that stand in the way of full access to equity and opportunity for Californians. Lateefah managed the Foundation's portfolio of grants aimed at supporting groundbreaking advocacy in criminal justice reform, immigrant rights, low-wage workers' rights, and civic engagement in California. In 2016 Lateefah helped launch the Leading Edge Fund, a new \$2 million fund created to seed, incubate, and implement bold ideas from the next generation of progressive movement leaders in California.

Prior to joining Rosenberg, Lateefah was Executive Director of the Lawyers' Committee for Civil Rights of the San Francisco Bay Area, where she revamped the 40-year-old organization's structure and launched successful community-based initiatives, including the Second Chance Legal Services Clinic. Lateefah's passion for supporting low-income young women and girls, and her advocacy for juvenile and criminal justice reform, began at the Center for Young Women's Development (CYWD) in San Francisco. Now called the Young Women's Freedom Center, the grassroots organization is run for and young women who come through and are affected by these systems. At age 19, Lateefah stepped into the role of Executive Director for 11 years. Lateefah also led the creation of San Francisco's first reentry services division under the leadership of then-District Attorney Kamala D. Harris, where Lateefah spearheaded the flagship program, Back on Track. An advocacy program for young adults charged with low-level felony drug sales, Back on Track reduced the recidivism rate for the population it serves to under 10 percent.

Lateefah has received numerous awards for her work, including the MacArthur "Genius" Fellowship, the Chronicle of Philanthropy's 40 Under 40, and the Jefferson Award for extraordinary public service. She was named Woman of the Year by the California State Assembly and has also been recognized by the Ford Foundation, the National Organization for Women, Lifetime Television, and O Magazine. In 2016 Lateefah was elected to serve District 7 on the BART Board of Directors and was appointed by the governor to the California State University's Board of Trustees.

When Lateefah isn't working, she spends her time enjoying Oakland's many family-friendly spaces with her two daughters.

THURSDAY, OCTOBER 5 > 9-10:30AM



## Scared Sick

**Robin Karr-Morse, Author and Therapist**

To get to the root of many issues facing our nation today—including juvenile violence, adult incarceration, and the looming health crisis—we must look more deeply than our current focus and to the cradle of human formation in earliest development.

As a family therapist and having served more than 20 years in Oregon's education and child welfare systems, Robin Karr-Morse has drawn together the latest science in psychology, biology, neurology, and genetics to write two popular books that take readers inside the reality of early development. *Ghosts from the Nursery* looks at the correlations between child abuse and neglect in the first three years of life and later developing aggression and violence. *Scared Sick* examines the role of early trauma in the later development of heart disease, addiction, and a host of illnesses currently escalating in our nation.

Robin Karr-Morse views the goal of her work as empowering parents and persuading policymakers to reshape social policy so that we begin to support families in building healthy children rather than continuing to build larger and larger systems to fix or contain broken adults. Her message, based on the emerging research, is an optimistic but urgent call to action.



# Keynote Presenters



THURSDAY, OCTOBER 5 > 1:45-3:00PM

## Seniors, Poverty and Homelessness in California

**Margot Kushel, Professor of Medicine in the Division of General Internal Medicine at the Zuckerberg San Francisco General Hospital and Trauma Center and faculty member in UCSF's Center for Vulnerable Population**

Margot Kushel, MD is a Professor of Medicine in the Division of General Internal Medicine at the Zuckerberg San Francisco General Hospital and Trauma Center and a core faculty member in UCSF's Center for Vulnerable Population. She is a practicing physician at ZSFG. Margot has been studying the causes and consequences of homelessness for almost 20 years. Her current work, funded by the National Institute of Aging, focuses on homelessness among older adults.



**Kevin Prindiville, Executive Director, Justice in Aging**

Kevin Prindiville is Justice in Aging's Executive Director. He is a nationally recognized expert on Medicare and Medicaid policy and has served as counsel in several class action lawsuits protecting low-income senior's access to public benefits.

Kevin has a long history of developing partnerships and directing strategic advocacy efforts. The author of numerous articles, reports and briefs, he frequently testifies before legislators, presents at national conferences and works closely with both federal and state regulatory agencies. He also is quoted often in national and California media. Kevin is on the Board of Directors of the American Society on Aging.

Kevin is a graduate of the University of Pennsylvania Law School and the University of California, San Diego. Kevin is admitted to the California Bar.



FRIDAY, OCTOBER 6 > 10:15-NOON

## Enrique's Journey: Why California Must Heal Immigrant Children's Traumas

**Sonia Nazario, Author and Journalist**

Sonia Nazario is an award-winning journalist whose stories have tackled some of this country's most intractable problems -- hunger, drug addiction, immigration -- and have won some of the most prestigious journalism and book awards.

She is best known for "Enrique's Journey," her story of a Honduran boy's struggle to find his mother in the U.S. Published as a series in the Los Angeles Times, "Enrique's Journey" won the Pulitzer Prize for feature writing in 2003. It was turned into a book by Random House and became a national bestseller.

Her recent humanitarian efforts to get lawyers for unaccompanied migrant children led to her selection as the 2015 Don and Arvonne Fraser Human Rights Award recipient by the Advocates for Human Rights. She also was named a 2015 Champion of Children by First Focus and a 2015 Golden Door award winner by HIAS Pennsylvania. In 2016, the American Immigration Council gave her the American Heritage Award. Also in 2016, the Houston Peace & Justice Center honored her with their National Peacemaker Award.

Nazario, who grew up in Kansas and in Argentina, has written extensively from Latin America and about Latinos in the United States. She has been named among the most influential Latinos by Hispanic Business Magazine and a "trendsetter" by Hispanic Magazine. In 2012 Columbia Journalism Review named Nazario among "40 women who changed the media business in the past 40."

She is a graduate of Williams College and has a master's degree in Latin American studies from the University of California, Berkeley. She has honorary doctorates from Mount St. Mary's College and Whittier College. She began her career at the Wall Street Journal, and later joined the Los Angeles Times. She is now at work on her second book.

# Speaker Biographies

**Jasmine Amons** is the Health Program Associate for the National Center for Youth Law (NCYL). She joined NCYL in 2016 and supports the FosterEd and Health Teams. As a volunteer, she co-hosts East Bay Green Drinks and is a member of Thousand Currents' Leadership Team. Previously, she worked as the Grants and Development Manager at Rose Foundation for Communities and the Environment. She graduated with a bachelor's in History from the University of California, Berkeley.

**Ashley Arnold** is a Program Planner in the Strategic Planning and Data Analytics Division of the Sacramento County Department of Human Assistance. She has worked in the department as a Staff Development Training Supervisor, Supervisor for the CalWORKs and Welfare-to-Work programs, and Human Services Specialist for the CalWORKs program. In her current position, she works on department-wide strategic planning projects including the county's new CalWORKs Service Center. She is passionate about bringing technological innovation to the county, providing technical expertise and guidance with MyBenefits CalWIN, a self-service online portal for benefits management.

**Yolando Banuelos** began her career with Tulare County Health and Human Services Agency, where she spent ten years in the field of public services eligibility. Two years ago, she joined WCDS (CalWIN) and has served as the MyBenefits CalWIN track lead where she has successfully implemented many changes to the customer self-service portal. She received her bachelor's from Fresno Pacific University and holds a master's in Public Administration from Arkansas State University.

**Danna Basson** is the Director of Research and Evaluation at WestCoast Children's Clinic where she has conducted research to further understand the needs and strengths of sexually exploited children. She is the lead author on a community-based research study, Research to Action: Sexually Exploited Minors Needs and Strengths, which is a clinical profile of sexually exploited youth. She is the principal investigator of the project to develop and validate WestCoast's Commercial Sexual Exploitation Identification Tool.

**Jackie Bender** joined California Association of Public Hospitals and Health Systems (CAPH) in 2011. Her work focuses on federal and state policy, including public health insurance coverage and financing, Medicaid waivers, public hospital financing, cross-county collaboration, and the impact of non-health interventions for safety-net populations. Prior to working at CAPH, she served as an advisor to Congressman Lloyd Doggett, with an emphasis on Medicare policy for low-income populations. She received her master's in Public Policy from the University of California, Berkeley, and her bachelor's in Political Science from the George Washington University.

**Amara Benjamin-Bullock** has worked with incarcerated adults, severe and pervasive mental health treatment facilities, substance abuse, adolescent group homes, and developed and facilitated adolescent groups focusing on character development and creative arts. She has also conducted curriculum and program development at a social science research institute, with a focus on developing African centered treatment practices. She has practiced as a mental health clinician at Westcoast Children's Clinic where she provided specialized mental health services exclusively to sexually exploited minors and young adults. She currently provides supervision and development across multiple programs serving youth and young adults.

**Kristen Bennett** is a member of the UC Davis Extension team at the Center for Human Services. She is a curriculum writer and program developer on the Custom Training and Services team. She develops workshops on topics including TANF/CalWORKs, SNAP/CalFresh, linkages, Medi-Cal, civil rights, conflict of interest and confidentiality, and bias and diversity. She has a unique flair for developing and training agency-mandated content in systematic and creative ways. She uses her years of training expertise, along with her enthusiasm and sense of humor, to provide staff and families with relevant information and the motivation to master essential skills.

**Danielle Benoit** has worked at the C-IV Project since 2007. As a Manager, she represents counties in the technical areas of imaging, interactive voice response, lobby management and contact centers. Prior to working for C-IV she worked in eligibility, specializing in CalWORKs, CalFresh, Medi-Cal and General Assistance for Monterey County Department of Social Services.

**Mark Burns** is the Executive Director of Homebridge (previously the IHSS Consortium) a community-based non-profit that has been the provider of contract mode In-Home Supportive Services (IHSS) to San Francisco County for more than two decades. Homebridge has also been the provider of contract mode IHSS to the Health Plan for San Mateo County. With more than 450 fulltime home care providers and 100 program staff, Homebridge delivers more than 600,000 hours of supported IHSS to over 1,400 clients each month.

**Cheryl Carter** is the Program Supervisor for Washington Street Productions. She attended Metropolitan State College of Denver where she received her Certificate of Completion in Social Work while she worked full time as a child welfare intake caseworker. She later returned to California and continued working with families in need through positions in child welfare, behavioral health and as an employment services specialist.

# Speaker Biographies

**Akiles Ceron** is the Adult Protective Services (APS) Program Director for the City and County of San Francisco. He has been a public servant for 18 years, working in various capacities within the APS program for Santa Barbara and San Francisco counties. He has been an instructor for three APS Regional Training Academies, training on working with the self-neglecting client and elder and dependent adult financial abuse. He has participated in the CWDA's Protective Services Operations Committee and its Consistency Workgroup since 2010 that develops and maintains the CWDA's APS guidelines to supplement regulations.

**Beth Cohen** is a senior consultant and educator for UC Davis Center for Human Services and UC Santa Barbara Human Resources. She is an organizational and clinical psychologist, works extensively with human services agencies across the nation. She has 29 years of expertise in organizational and individual well-being assessing needs, designing interventions, developing programs and training leadership, management and staff in the private and public sectors. She is a trauma and violence prevention expert, professional threat assessor and certified meditation instructor with post graduate studies in organizational neuroscience.

**Nora Cortez** began her career with the County of San Diego in 1992 as a Human Services Specialist. She became a supervisor in 2000 and then moved on to becoming a program specialist in the Appeals Section in 2006. In 2013, she promoted to a manager where she ran a Family Resource Center. In mid-2014, she transferred to Health Coverage Access. She loves helping people and working with others to learn from and utilize their strengths to bring common goals to fruition.

**Kelly Dearman** has been the Executive Director of the San Francisco In-Home Supportive Services (IHSS) Public Authority and serves at the northern region vice president for the California Association of Public Authorities for IHSS. She has a wealth of knowledge and experience in the areas of economic issues, senior issues and issues affecting people with disabilities. She also possesses a rare blend of compassion, empathy and a sharp business acumen. Prior to accepting this position, she served as the President of the San Francisco Human Services Commission. Additionally, she ran a small law practice specializing in elder issues and probate law.

**Julie DeFranco** is a Program Manager for San Luis Obispo (SLO) County Department of Social Services and has worked in child welfare services overseeing foster parent recruitment, retention and support, continuum of care, placement and trauma informed care. She is a trainer for the SLO Trauma Informed Champions of Change. She served as co-chair for the Joint Management Community Team, advancing the integration of practice and services for children and families. Her professional experience combined with her personal experience of growing up in foster care inspired her dedication to the service and support of children, families and those serving them.

**Lori Delagrammatikas** is the governor appointed Adult Protective Services (APS) Liaison to the Counties at the California Department of Social Services. She works collaboratively with county, state and federal agencies to promote consistent and compliant APS statewide practice, and strengthen and expand services to older adults and adults with disabilities. She is the in-coming president of the National Adult Protective Services Association (NAPSA) and has received the NAPSA 2016 Distinguished Service Award.

**Mike Dent** is the Director of Social Services in Nevada County where he has served for over 22 years. He originally began his career in the Sheriff's Office, then transferred to Probation where he served for 16 years before he assumed the position of Director in 2014. He received his bachelor's in Liberal Studies and a master's in Public Administration with an emphasis in local government from California State University, Chico. He received his Senior Executive Credential from the California State Association of Counties (CSAC) in 2015 and completed his CSAC Fellow's Institute Certification in 2017.

**Martha Erdman** is an Eligibility Supervisor in the Shasta County Health and Human Services Agency. Since starting with Shasta County over 13 years ago, she has worked in eligibility for various programs but always enjoyed working for General Assistance where she is now the unit supervisor. Because of the flexibility of General Assistance, she has been able to develop an amazing CalFresh Employment and Training program for the county, including the Work Readiness Event among many others. Her passion is to help clients.

# Speaker Biographies

**Alexis Fernández** is Chief of the CalFresh Policy Section at the California Department of Social Services. She works with local, state and federal partners to advance the Department's CalFresh strategic program goals, including streamlining benefit delivery, expanding work opportunities and increasing participation. Previously, she was the Policy Director at the First 5 Association of California and the Director of Legislation at California Food Policy Advocates. She received her master's in Social Work with an emphasis on management and planning from the University of California, Berkeley and her bachelor's in Ethnic Studies from the University of California, San Diego.

**Kim Forrester** has been with the County of San Diego Health and Human Services Agency (HHSA) for more than 35 years. She is the Chief of Operations for East and North Central Regions. Regional programs include public assistance/self-sufficiency services, child welfare services, public health center services, and community health engagement. She started her career with HHSA as an eligibility worker and has had a variety of assignments, both in direct service and support. She is proud of the services that HHSA provides to the community to empower them.

**Oree Freeman** currently sits on the CSEC (Commercially Sexually Exploited Children) State Advisory Board where she impacts legislation and works closely with our government. She is a survivor of child sex trafficking herself. She is an expert and advocate who speaks all over California. Many have felt her impact; law enforcement, judges, social services, probation officers, community members, medical professionals, high school and college students, educators and most importantly youth at risk and girls who are being sexually exploited.

**Suzanne Garcia** is an attorney who has worked with service providers and Tribal Nations her entire career. Currently, she is a Staff Attorney for the Tribal Law and Policy Institute working on issues surrounding best practices for tribal/state collaborations and a Tribal Child Welfare Specialist at the Capacity Building Center for Tribes where she works with tribal child welfare agencies to build their capacity to improve programs. She was in-house counsel for the Washoe Tribe for over seven years where, among other things, she worked with states, counties, and local agencies on issues such as child welfare, domestic violence, and law enforcement.

**Kathy Hannemann** works as an Educational Consult for the San Luis Obispo County Office of Education where she coaches new school administrators to supervise student teachers and to develop innovative programs, as well as family support non-profits and child centered organizations. Her experience includes collaboration with child welfare services in Arizona and California for foster care and homeless services. She also serves on the Board of Directors for The LINK, A Family Resource Center, The Boys and Girls Club of North San Luis Obispo County and The Atascadero Performing Arts Center Committee.

**Kathryn Harwell** is the Director of Stanislaus County's Community Services Agency. She is a native Californian and graduate of Saint Mary's University. She has spent the majority of her career, more than 30 years, in the field of social services. Throughout her career, she has worked on projects focused on improving the well-being of children, adults, and families. She also services on numerous boards throughout the community as if the CWDA President.

**Michael Heggarty** has been the Director of Health and Human Services in Nevada County 2006. His responsibilities include overall administration of Behavioral Health, Public Health, Social Services, Veterans Services, Child Support, and Collections; program development and implementation, supervision of senior management staff, budget administration, and contract management and oversight. He has his bachelor's in Psychology from University of California, Davis. He received his master's from Radford University in Virginia and is also a Licensed Marriage and Family Therapist. He has more than 40 years of experience working in a variety of community mental health settings.

**Marti Hufft** began her 27-year career in human services as a CalWORKs Eligibility Worker and has since served as a Program Manager in Child Welfare Services and Older Adult programs, giving her additional insight into community problems exacerbated by poverty and lack of opportunity. For the last eight years she has worked as the CalWORKs Program Manager in Humboldt County's Department of Health and Human Services. She serves as the co-chair for the CWDA CalWORKs Policy Committee's County Advisory Team subcommittee.

**Ron Huxley** Ron Huxley is a licensed Marriage and Family Therapist and trainer on Attachment and Trauma-Informed Care. He is the author of the book "Love and Limits: Achieving a Balance in Parenting" and founder of the FamilyHealerSchool.com, an online resource for parents and professionals. As a family therapist with almost three decades of experience, he helps children and adults heal from the wounds of trauma from a practical and faith-based perspective. Ron is collaborating with the Department of Social Services in San Luis Obispo to assist in the empowerment and emotional regulation of children and youth in care.

**Angie Junck** is a Supervising Attorney at the Immigrant Legal Resource Center (ILRC) in San Francisco. She leads programs at the ILRC on immigrant youth, immigration consequences of delinquency, and immigration enforcement and its impact on children and families. She regularly provides immigration trainings and technical assistance to social workers, attorneys, juvenile court judges, elected officials, and law enforcement officials. She is a co-author of numerous publications and is also the author of an article on Special Immigrant Juvenile Status in a special issue of the Juvenile and Family Court Journal for the National Council of Juvenile and Family Court Judges.

# Speaker Biographies

**Elizabeth Kelly** is the Director of Health and Human Services for Colusa County. Her career started with the US Navy, where she served for six years during Desert Storm. She is a graduate from California State University, Chico and subsequently attended Ventura College of Law. Elizabeth started her professional career as a probation Officer and has worked in social services for the past 22 years. She has also served the Colusa, Glenn, and Trinity Community Action Partnership for over 11 years. Elizabeth adheres to the beliefs that people everywhere have access to food, health care, education, and housing; basic fundamental needs for our human condition.

**Jennifer Kent** was appointed by Governor Brown as director of the California Department of Health Care Services (DHCS) in 2015, which is responsible for the operation of Medi-Cal, the state's Medicaid program. She has served as executive director of Local Health Plans of California since 2013. Her previous government service included leadership roles in legislative, intergovernmental, financial and health policy areas with the Office of the Governor, the Health and Human Services Agency, and at DHCS. She earned her bachelor's in Government/History at Saint Mary's College and a master's of Public Administration from the University of Southern California.

**Alyson Kohl** has 25 years of experience in social services and behavioral health and 20 years of experience providing educational trainings. She is a program manager with Shasta County's Health and Human Services Agency where oversees several programs including the County's General Assistance unit and the CalFresh Employment and Training program.

**Narinder Kumar** is the Information Technology Manager II overseeing the IT Infrastructure Management Branch in Los Angeles County, Department of Public Social Services. Besides managing network, server, and e-mail infrastructure, he is the technical lead for several strategic projects including: Customer Service Centers, Electronic Document Management System, Outbound Dialing, Outbound Texting, LRS Network Support, Office 365 migration, and Telephonic Signatures. He has over 20 years of Information Technology experience.

**Dr. Margot Kushel** is a professor of medicine and practicing physician in the Division of General Internal Medicine at the Zuckerberg San Francisco General Hospital and Trauma Center and a core faculty member in University of California, San Francisco's Center for Vulnerable Population. Margot has been studying the causes and consequences of homelessness for almost 20 years. Her current work, funded by the National Institute of Aging, focuses on homelessness among older adults.

**Will Lightbourne** was appointed Director of the California Department of Social Services (CDSS) by Governor Jerry Brown in 2011. Prior to coming to CDSS, Will served as director of human services in Santa Clara, San Francisco and Santa Cruz counties, and before that as director of Catholic Charities of the Archdiocese of San Francisco.

**Jennifer LeBarre** joined the Oakland Unified School District in 1998. She supervises the daily operations of the district's school meal program including TK-12, child development centers and a network of after school produce markets. The Vision of Nutrition Services serves to create an equitable food system for the Oakland community. She also works at the state and national level to improve school meals, increase access to the meal program and increase locally sourced food. She believes providing healthy and delicious meals to students is critical to ensure success for the students, their families and the community.

**James LoCurto** is the Assistant Director for the Transitional Assistance Department (TAD) of San Bernardino County and provides direction to the workforce who administer public assistance programs for eligible residents. He is committed to ensuring excellence for all customers and advocates the countywide vision. He began his career in 1996, holding various positions within TAD until becoming Assistant Director in 2016. He led the department's efforts in creating a mentor program, which received the National Association of Counties Award in 2016. He graduated from the University of Phoenix with a bachelor's in Business Management.

**C.L. Lopez** is the Human Services Communications Officer in San Bernardino County, past president of the California Association of Public Information Officials and is an adjunct professor of public relations. Along with her team, she's earned NACo Achievement Awards, CAPIO Awards of Excellence and PRSA Polaris Awards. She's been trained by the California Specialized Training Institute and is a J. Lindsey Wolf PIO Institute graduate. As a journalist, she wrote for daily newspapers, was a Society of Professional Journalists chapter president, won Associated Press awards and was a USC California Endowment Health Journalism Fellow.

**Tara Loucks-Shepherd** is the Program Manager of the CalWORKs Eligibility and Employment Services Branch at the Tehama County Department of Social Services where she oversees fair hearings and civil rights. She began her career with the department nine years ago as an analyst supporting Adult Services, Welfare-to-Work and the Tehama County Community Action Agency. She is a Chico State graduate, born and raised in rural Northern California.

# Speaker Biographies

**Shane McCall** is the Senior Physician Specialist in the Disability Evaluation and Consultation Unit (DECU) within the City and County of San Francisco's Human Services Agency. He began his work with the agency in 2003 and later became the supervising physician in 2008. Over the past 14 years he has provided leadership in helping to improve and expand the services provided by DECU. He earned his doctorate from the University of Illinois College of Medicine and his master's in Public Health degree in 2001 while completing his residency program at Loma Linda University.

**Sharon McDonald** is the Director for Families and Youth at the National Alliance to End Homelessness with a focus on identifying and promoting the policy and practice strategies that can end family homelessness. She has been a direct practitioner in Virginia while working in a community-based service center for people who are homeless. She has experience providing service-enhanced housing in a subsidized housing development for low-income families with children and in housing for people living with HIV/AIDS. She has been a licensed clinical social worker since 1991 and holds a doctorate in Social Work and Social Policy from Virginia Commonwealth University.

**Ria Mercado** is the Director of Quality Management Services for the department where she provides vision and leadership in program planning. Her passion for adapting public health nursing and long-term care models of care to meet the needs of the most frail and vulnerable population continues. This passion led her to work with the Department of Aging and Adult Services in San Francisco where she provided leadership in the areas of quality assurance and improvement and coordination of individuals who were residing in an institution and who were at risk of being re-institutionalized.

**René Mollow** has been with the California Department of Health Care Services (DHCS) since 1995, working primarily with Medi-Cal. She is currently the Deputy Director for Health Care Benefits and Eligibility. Prior to joining DHCS, she served as Associate Director of the Associate Degree Nursing Program and Assistant Professor of Nursing at Bakersfield Community College. She earned her master's in Nursing Education and bachelor's in Nursing from California State University, Bakersfield and is a certified Public Health Nurse.

**Randy Morris** is the Assistant Agency Director of the Adult and Aging Services Department of the Alameda County Social Services Agency. He has worked for the agency since 1994 where he started as a child welfare worker. He worked in the Child Welfare Department until 2011 when he was promoted to his current position. His department administers the In-Home Supportive Services and Adult Protective Services programs, as well as the Public Administrator/Guardian/Conservator programs, Veteran's Service Office, and Area Agency on Aging.

**Norma Mosqueda** is the Community Impact Director at the United Way of Northern California. United Way reaches nine counties in Northern California and within her role she administers the regional grant allocation process, oversees 2-1-1 California services in Shasta and Tehama Counties and the development of 2-1-1 California in other counties. She also manages the development of the Prosperity Initiative, which seeks to improve financial stability, youth development and workforce readiness in Shasta County. She has worked in the community services field for over 29 years in CalFresh, Women, Infants, and Children, and Comprehensive Approaches to Raising Educational Standards programs.

**Stephanie Navarro** is a Job Specialist from Fresno County Department of Social Services. She began her career at Fresno County in 2012 after earning her degree in Psychology from California State University, Fresno. She is currently assigned to the specialized Work Experience Unit of Welfare-to-Work. In this unit, she places clients at various public and private organizations in the community to help them gain valuable work experience. Because of her passion for serving those in need, she understands the importance of providing quality service to clients on their path to becoming self-sufficient.

**Tom Neill** manages health programs for San Francisco's County Adult Assistance Program. These include front end employability and disability screening, behavioral health counseling, and assessment and case management for clients with disabilities. He is currently implementing a program expansion with Drug/Medi-Cal funding. He completed his doctorate in organizational and clinical psychology at the Wright Institute, Berkeley. He testified before a Social Security Administration hearing on Compassionate Allowances and trained at National Health Care for the Homeless Conference. He consults with counties that include Los Angeles, Santa Clara, Alameda and San Mateo on health services, disability assessment and SSI Advocacy.

**Lisa Nerenberg** is the Executive Director of the California Elder Justice Coalition, which provides a voice from the field in elder justice public policy development. She is an instructor of gerontology, elder abuse, and ageism at City College of San Francisco and consultant to local, state, and national organizations. She has presented frequently at professional forums, testified before Congressional committees, served on governmental advisory committees and written extensively about elder abuse and related issues. Her book, *Elder Abuse Prevention: Emerging Trends and Promising Strategies* (Springer, 2008) describes what agencies, communities, tribes, states, and national organizations can do to prevent abuse.

# Speaker Biographies

**Natasha Nicolai** has more than a decade of experience synthesizing scientific and social research and sharing it with others. Her background in medicine adds a unique perspective in her work at Mathematica Policy Research, exploring and innovating around the customer-worker interactions in social programs. Her current work emphasizes evaluation and technical assistance for programs designed to support hard to reach populations across the country. She is currently the project director for the CalWORKs Strategic Initiative. She holds a master's in Public Policy from the University of California, Berkeley and a doctorate in Physical Therapy from the University of Puget Sound.

**Jill Nielsen** is the Program Director for the City and County of San Francisco's Adult Protective Services (APS) program, located within the Department of Aging and Adult Services. She is a Licensed Clinical Social Worker and has extensive knowledge about elders and adults with disabilities that are demonstrating signs of self-neglect. Prior to taking on her current role, she worked both as a frontline APS social worker and supervisor. She is part of the California Elder Justice Coalition's Steering Committee and she is passionate about protecting vulnerable adults.

**Don Nottoli** was first elected to the Sacramento County Board of Supervisors in November 1994. Don represents the diverse Fifth District which encompasses 650 square miles and includes the cities of Elk Grove, Galt, Isleton and Rancho Cordova, as well as rural farming areas and communities in the southern portion of Sacramento County and the Delta. The Fifth District has a current population of more than 300,000 people.

**Perla Pace** manages access services and financial counseling for Sharp HealthCare in San Diego, which is a large not-for-profit integrated health care system serving 3.2 million residents annually. She is responsible for connecting uninsured and underinsured to health care resources at area hospitals. In collaboration with local agencies, her team has expanded their services to include assistance for patients who are food insecure in hopes that the most vulnerable patients will go home with their CalFresh award. The team also advocates for increased awareness of the correlation between food security and health care outcomes in an effort to achieve thriving communities.

**Alexandra Pierce** is the Deputy Director of Merced County Human Services Agency, Adult and Aging Services. In this role, she oversees Adult Protective Services, In Home Supportive Services and Public Authority, the Multipurpose Senior Service Program, and the Area Agency on Aging. She is the Elder Justice Workgroup Chair for the California Association of Area Agencies on Aging (C4A) and received the 2016 C4A Meritorious Service Award for her participation in statewide Elder and Dependent Adult Abuse Awareness efforts. She has a master's in Social Worker and is a Licensed Clinical Social Worker.

**Rachel Prandini** is the Immigrant Legal Resource Center's (ILRC) Immigrant Youth Project Attorney. She focuses on immigrant youth issues, including unaccompanied minors and immigrant youth in the juvenile justice and child welfare systems, provides technical assistance and trainings to immigration and state court attorneys, social workers and judges. She works on statewide and national policy that affects the rights of immigrant youth and is frequently consulted for her expertise in Special Immigrant Juvenile Status. She co-authored the ILRC's publication Special Immigrant Juvenile Status and Other Immigration Options for Children and Youth.

**Allison Pratt** is the Chief Partnership and Strategy Officer at the Alameda County Community Food Bank where she implements the Food Bank's public policy agenda to address hunger and poverty, oversees research and outreach to community development programs. Prior to joining the Food Bank, she worked as a lobbyist for the California Tax Reform Association, coordinated a state-wide initiative campaign and worked in media and government relations for non-profit organizations and foundations in Washington, DC. Allison earned her bachelor's in Economics from the University of California, Davis and a master's in Public Policy from American University in Washington, DC.

**Carl Rabun** has over 25 years of experience in customer service, with more than 10 years of experience in government agencies, including serving as an employment services case manager, unit supervisor, and Employment Zone workshop facilitator at the Kern County Department of Human Services. His areas of expertise include work-shop facilitation, client and employee motivation, building life skills, addressing barriers, team dynamics, strength-based coaching and goal setting. He has a master's in Instructional Design and a doctorate in Training and Performance Improvement.

**Claire Ramsey** joined Justice in Aging's Health Care team in June 2016 and formerly worked as a staff attorney at the Legal Aid Society of San Mateo County where she represented seniors on issues involving health care, public benefits, and elder abuse. Prior to Legal Aid, she worked at Child Care Law Center, first as an Equal Justice Works fellow and then as a staff attorney. She received a bachelor's in English from University of California, Berkeley and a master's in Drama from San Francisco State University. Her law degree is from University of California, Hastings College of the Law.

# Speaker Biographies

**Robert Ratner** has over 15 years of experience working on health care services integration and housing as a health care issue. He received his public health and medical training from University of California, Berkeley and University of California, San Francisco. He spent six years as the director of a supportive housing program for formerly homeless individuals at LifeLong Medical Care, a community health center based in Berkeley. He currently works at the Alameda County Health Care Services Agency as their Behavioral Health Housing Services Director and Housing Strategy Director within their Whole Person Care program known as Alameda County Care Connect.

**Trent Rhorer** has served as Executive Director of the San Francisco Human Services Agency since 2000. The Departments of Human Services, Aging and Adult Services, and the Office of Early Care and Education form one Agency, aimed at building well-being in our communities and ensuring all San Franciscans can reach their full potential. He has played an instrumental role in the development and implementation of citywide programs and policies to address poverty, homelessness, and child abuse. He has a master's in Public Policy from the Kennedy School of Government at Harvard and a bachelor's in Political Science from University of California, Los Angeles.

**Russell Robinson** is an employment and training worker for the General Assistance program in Shasta County's Health and Human Services Agency.

**Jessica Scheiner** is a Senior Human Services Analyst with the County of Santa Cruz Human Services Department. She serves as the department's Public Information Officer and Legislative Analyst, overseeing the County's CalWORKs Housing Support and Bringing Families Home programs, and is on the executive committees of multiple countywide homeless initiatives, including Chair of the Coordinated Entry Steering Committee. She has over 15 years of experience working on policies and programs related to housing, homelessness, and social services. She has her bachelor's from University of California, Santa Cruz and a master's in Public Policy from University of California, Berkeley.

**Cynthia Schmidt** has over 20 years of management experience in the Los Angeles County Department of Public Social Services ranging from the delivery of assistance programs to special operations which include appeals and state hearings, welfare fraud prevention and investigations, and currently works with the In-Home Supportive Services (IHSS) division where she oversees the operations of 1,200 employees which includes 800 IHSS social work staff, serving 217,000 IHSS recipients and 168,000 providers and caregivers in Los Angeles County.

**Cathy Senderling-McDonald** is the Deputy Executive Director for the County Welfare Directors Association of California. She plays the lead role in advocating on human services legislation at the state level and also serves as the primary liaison with CWDA's Washington DC representative. Prior to joining CWDA, she served as the California Senate Budget Committee Consultant for social services programs and a Fiscal and Policy Analyst for the California Legislative Analyst's Office. She has a bachelor's from the University of Missouri-Columbia and a master's in Public Policy and Management from the Heinz College of Public Policy and Management at Carnegie Mellon University.

**Amanda Sharp** is the Director of Social Services for Tehama County where she has more than seven years of experience with the administration of public social services, welfare programs and Tehama County Community Action Agency. She earned her bachelor's from University of Wisconsin and her master's from Chico State University in 2011. She is currently the Co-Chair for the statewide County Welfare Directors Association Adults Services Committee. Her social services program, Washington Street Productions, won the California State Association of Counties 2016 Challenge Award for Innovative County Programs.

**Noelle Simmons** is the Deputy Director at the San Francisco Human Services Agency where she currently oversees administration of the CalWORKs, CalFresh, Medi-Cal, General Assistance and Workforce Development programs. She also has extensive experience in housing and homeless services, legislative analysis and advocacy, and strategic planning. She previously served as the Budget Director for the City and County of San Francisco and holds a master's in Public Policy from University of California, Berkeley.

**Zepur Simonian** has a bachelor's in Political Science from University of California, Los Angeles and graduated from Southwestern Law School in 2013. She clerked at the Colorado Court of Appeal where she drafted appellate opinions concerning civil and criminal cases, and drafted or edited books, articles, or reports concerning juvenile law, including Colorado Respondent Parents' Counsel Work Group: Final Report to the State Court Administrator and Law in Social Work Practice. She is currently working as a research attorney at the Los Angeles Superior Court, Juvenile Division and as an adjunct professor at Southwestern Law School.

**Alyssa Skolnick** has her bachelor's from University of California, Irvine and graduated from Loyola Law School in 1997. She has worked for Los Angeles County Counsel in the Dependency Division since 1997 and in 2015, took over the position of Legislative and Confidentiality Attorney. Her current responsibilities include advising on legislation, drafting legislation, and analyzing issues of confidentiality as they apply to dependency cases. She is also an adjunct professor at Loyola Law School where she teaches a class on dependency law.



# Speaker Biographies

**Christiana Smith** joined the County Welfare Director's Association (CWDA) as the Information Technology Associate in 2014, and works with the state, counties, and automation projects to ensure counties' needs are represented in developing and maintaining systems that support the work of county human services staff. Prior to joining CWDA, she served as deputy director of the employment and eligibility services division for Solano County Department of Health. She holds a master's in Public Administration from the Maxwell School of Citizenship and Public Affairs at Syracuse University. She earned her undergraduate degree in Psychology from the University of California, Davis.

**Tom Stagg** is the Director of Programs at Homeless Services Center (HSC) in Santa Cruz. HSC provides permanent supportive housing, rapid rehousing, and emergency shelter to individuals and families in Santa Cruz county. He has led housing and employment programs for individuals experiencing homelessness in California and Oregon.

**Ali Sutton** is the Chief of the Housing, Homelessness and Civil Rights Branch at the California Department of Social Services (CDSS), where she manages fund allocated to counties for homeless services for individuals and families. She also serves on the Governor's Homeless Coordinating and Financing Council. Before joining CDSS, she was a senior advisor to the acting assistant secretary at the U.S. Department of Health and Human Services, Administration for Children and Families. She earned a master's in Public Policy from the University of California, Berkeley and her bachelor's from the University of Iowa.

**Jessica Thomas** is on a mission to help foster youth succeed in school. She is trained as a Social Studies and Special Education teacher, has a unique background in alternative education and a long history with the San Luis Obispo County Office of Education's Foster Youth Services Coordinating Program (FYSCP). She has taught youth in an inner-city weapons expulsion program, a group home school and a continuation high school. She has worked with FYSCP to collaborate with school districts, Child Welfare Services, and partner agencies to improve the educational outcomes for children and youth in care.

**Simone Tureck** has her master's in Social Welfare from University of California, Berkeley. She spent several years doing direct practice in the foster care and youth development fields before transitioning into advocacy and sector development work. She worked for John Burton Advocates for Youth (JBAY) from 2009 to 2014, where she supported AB 12 implementation, the Homeless Youth Capacity Building Project and the Transitional Housing Placement-Plus Statewide Implementation project. She was the Executive Director of the Alameda County Foster Youth Alliance from 2014 to 2016, before returning to JBAY as Associate Policy Director where she manages housing and health-related initiatives.

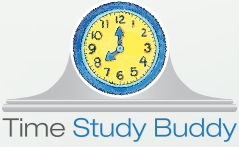
**Juliet Webb** is the Director of Human Services at Tulare County HHSA, a position she has held since 2014. She is also Director of the Kings/Tulare Area Agency on Aging. In her 15 years with Tulare County, Juliet has also served as Child Welfare Deputy Director and Division Manager, as well as Public Guardian. She received her undergraduate degree from University of California, Santa Barbara and her Masters of Public Administration from Arkansas State University. Juliet is the current Vice President of Administration at CWDA; previously, she has chaired CWDA's Adult Services Committee.

**Nichole Williamson** is the Director of Alpine County Health and Human Services, the smallest County in California with only 1,200 residents. She was instrumental in the development and implementation of a Memorandum of Understanding between Alpine County and the Washoe Tribe for Child Welfare Services. She has a bachelor's in Anthropology from the University of Tennessee and has been working in the Social Services field for 25 years.

**Anthony Wright** has served as the Executive Director for Health Access (HA), the statewide health care consumer advocacy coalition since 2002. HA has led state and national efforts to win consumer protections, fight budget cuts and invest in our safety-net, encourage prevention, and advance coverage expansions and comprehensive health reform. He led California's coalition effort to help pass the Affordable Care Act and state laws to implement and improve it, and campaigns to successfully pass first-in-the-nation laws to ensure timely access to care, and to stop hospital overcharging of the uninsured.

**Susan Zimny** is a policy analyst in the Transition Age Youth Policy Unit at the California Department of Social Services. Her specialty areas include the Extended Foster Care Program, transitional housing programs, the Medi-Cal to 26 program and tribal foster youth concerns. Her responsibilities include developing and writing policy and regulations for transition age youth programs, legislative analysis, facilitating workgroups and meetings, and providing technical assistance to counties and other stakeholders. Previously, she worked as a social worker for the Children's Law Center of Sacramento and Tuolumne County Child Welfare Services.

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# Sponsors



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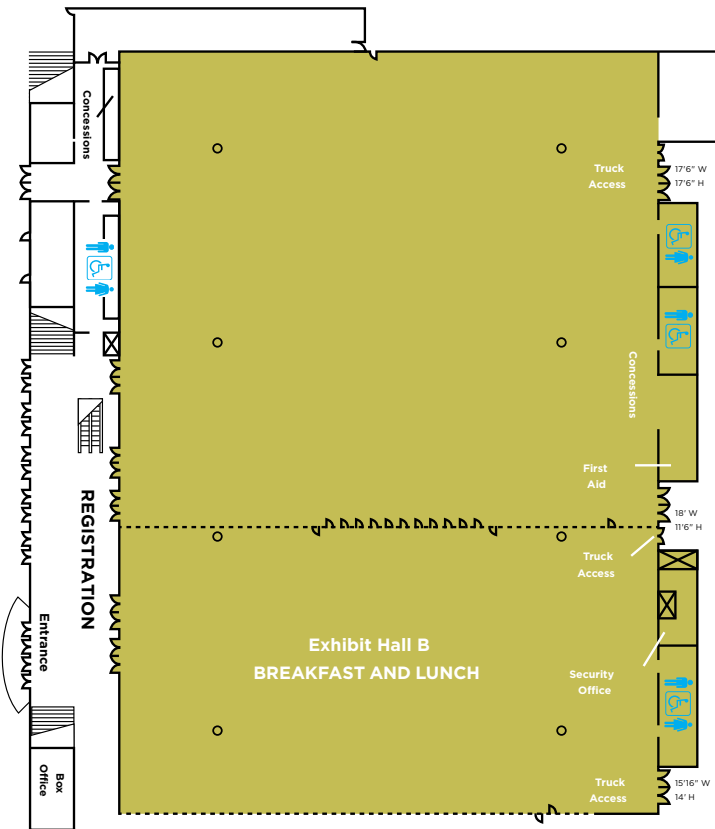
Exemplar Human Services is a performance management, consulting, and analytic services company that specializes in providing human/social services agencies' staff with highly customized, timely and actionable data to more efficiently achieve performance objectives in all programs and operations.

# Facility Maps

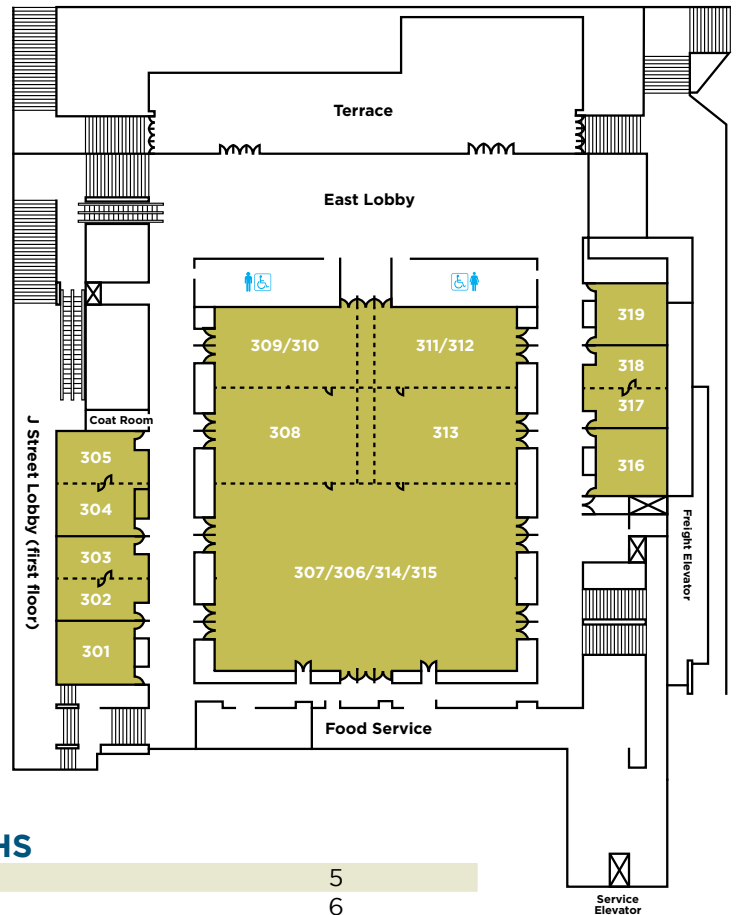
**1st Floor > Registration and meals area**







**3rd Floor > Facility Map/Sponsor Exhibitor Booths**

## 1st Floor



## 3rd Floor



-  Elevator
-  Escalator
-  Stairway
-  Restrooms
-  Airwall
-  Adjustable dock plates

Loading Bays 68' long with 14' max height

## SPONSOR EXHIBITOR BOOTHS

First Data	5
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