



CWDA

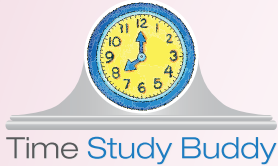
2016 CWDA Conference

October 5-7 | Anaheim Marriott

*Promoting Innovation,
Transforming Communities*

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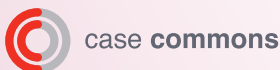
PLATINUM



GOLD



BRONZE



Welcome

Welcome to the 2016 CWDA Conference! We are thrilled to host our largest conference in recent years with more than 950 people gathered here in Orange County to focus on *Promoting Innovation and Transforming Communities*.

The desire to transform communities and the lives of children, families and aging individuals is what led us all into public service. We looked at the struggles and challenges in our communities, saw the pain and hope on the faces of so many and followed a calling to support and serve.

Support and serve - 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 continue collaborating and advocating to improve the lives of the most vulnerable people 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 of the CalWORKs program, the creation of the statewide Adult Protective Services Program, the extension of foster care supports to youth beyond age 18, and the successful expansion of the Medi-Cal program under which we enrolled millions of new clients into health care coverage options under the Affordable Care Act. Most recently this summer, we helped to secure the historic repeal of the Maximum Family Grant rule in the CalWORKs program, one of California's most shameful laws that denied basic assistance to any child born into a family already receiving assistance.

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 serve children, families and aging individuals.

Thank you for being part of the CWDA team and 2016 conference.



Trent Rhorer
CWDA President
Executive Director, San Francisco Human Services Agency



Cathi Grams
CWDA Conference Co-Chair
Director, Butte County Department of Employment and Social Services



Linda Haugan
CWDA Conference Co-Chair
Assistant Executive Officer, San Bernardino County Human Services Agency

Agenda-at-a-Glance

WEDNESDAY, OCTOBER 5		PLATINUM BALLROOM 1-2	PLATINUM BALLROOM 3-4
8:30 a.m. - 5:00 p.m.	Retired Directors		ELITE 3
8:00 a.m. - 9:00 a.m.	VIP Sponsor Breakfast (invite only)		SUITE 304, 3 RD FLOOR
8:30 a.m.	Sponsor Exhibits Open		
8:30 a.m. - 10:00 a.m.	Registration and Refreshments		BALLROOM FOYER
10:00 a.m. - 11:30 a.m.	OPENING GENERAL SESSION		PLATINUM BALLROOM 5-6
11:30 a.m. - 12:00 p.m.	Break		
12:00 p.m. - 1:00 p.m.	Lunch		MARQUIS BALLROOM
1:00 p.m. - 1:20 p.m.	Dessert Break		
1:00 p.m. - 5:00 p.m.	Platinum Sponsors One-On-One Client Meetings		GOLD KEY ROOMS
1:20 p.m. - 2:50 p.m. BREAKOUT SESSION ONE		Worksite Wellness: Keeping Staff Healthy while Meeting the Needs of Children and Families under Duress	Evolving to High Impact Independent Living Skills Programs: The Time Is Now!
2:50 p.m. - 3:10 p.m.	Refreshment Break		
3:10 p.m. - 4:45 p.m. BREAKOUT SESSION TWO		Take the Lead: Telling an Agency's Story in Times of Crisis and Beyond	Using Proposition 47 to Remove Barriers to Employment and Self-Sufficiency for CalWORKs Participants
5:00 p.m. - 6:30 p.m.	Reception		MARQUIS BALLROOM

THURSDAY, OCTOBER 6		PLATINUM BALLROOM 1-2	PLATINUM BALLROOM 3-4
7:45 a.m. - 8:45 a.m.	Breakfast		MARQUIS BALLROOM
8:00 a.m.	Sponsor Exhibits Open		
8:30 a.m. - 12:30 p.m.	Platinum Sponsors One-On-One Client Meetings		GOLD KEY ROOMS
9:00 a.m. - 10:30 a.m.	GENERAL SESSION TWO		PLATINUM BALLROOM 5-6
10:30 a.m. - 11:00 a.m.	Break		
11:00 a.m. - 12:30 p.m. BREAKOUT SESSION THREE		New Approaches to Combat Homelessness	Improving Services for California's Most Vulnerable Parents
12:30 p.m. - 1:15 p.m.	Lunch		MARQUIS BALLROOM
1:00 p.m. - 5:00 p.m.	Platinum Sponsors One-On-One Client Meetings		GOLD KEY ROOMS
1:15 p.m. - 1:45 p.m.	Dessert Break		
1:45 p.m. - 3:00 p.m.	GENERAL SESSION THREE		PLATINUM BALLROOM 5-6
3:00 p.m. - 3:30 p.m.	Refreshment Break		
3:30 p.m. - 5:00 p.m. BREAKOUT SESSION FOUR		Innovation in Service: Santa Cruz County's We Care Customer Model	Social Services Financing 102

FRIDAY, OCTOBER 7		PLATINUM BALLROOM 1-2	PLATINUM BALLROOM 3-4
7:30 a.m. - 8:30 a.m.	Breakfast		MARQUIS BALLROOM
8:30 a.m. - 10:00 a.m. BREAKOUT SESSION FIVE		Preventing Evictions of Vulnerable Adults: Addressing Hoarding and Cluttering Disorder through Skill-Building and Collaboration	The Fresno Bridge Academy: Bridging CalFresh and Employment
10:00 a.m. - 10:15 a.m.	Break		
10:15 a.m. - 12:00 p.m.	CLOSING GENERAL SESSION		PLATINUM BALLROOM 5-6

PLATINUM BALLROOM 5-6	PLATINUM BALLROOM 7-8	PLATINUM BALLROOM 9-10	WEDNESDAY, OCTOBER 5
			8:30 a.m. – 5:00 p.m.
			8:00 a.m. – 9:00 a.m.
			8:30 a.m.
			8:30 a.m. – 10:00 a.m.
			10:00 a.m. – 11:30 a.m.
			11:30 a.m. – 12:00 p.m.
			12:00 p.m. – 1:00 p.m.
			1:00 p.m. – 1:20 p.m.
			1:00 p.m. – 5:00 p.m.
Envisioning the Future: The CalWORKs Strategic Initiative	The Alzheimer's Project: San Diego Unites for Care and a Cure	The Role of Child Support Services in the Support of Fragile Families	1:20 p.m. – 2:50 p.m. BREAKOUT SESSION ONE
			2:50 p.m. – 3:10 p.m.
Fiscal Essentials 101	Child Welfare Core Practice Model: A Prescription for Success	Addressing Food Insecurity Among In-Home Supportive Services Consumers	3:10 p.m. – 4:45 p.m. BREAKOUT SESSION TWO
			5:00 p.m. – 6:30 p.m.

PLATINUM BALLROOM 5-6	PLATINUM BALLROOM 7-8	PLATINUM BALLROOM 9-10	THURSDAY, OCTOBER 6
			7:45 a.m. – 8:45 a.m.
			8:00 a.m.
			8:30 a.m. – 12:30 p.m.
			9:00 a.m. – 10:30 a.m.
			10:30 a.m. – 11:00 a.m.
The Evolution of Simulation Training at the Public Child Welfare Training Academy	Ending the Stigma that Affects Senior Benefit Enrollment: Closing the CalFresh Participation Gap	50 Years of Medi-Cal: Past, Present and Future	11:00 a.m. – 12:30 p.m. BREAKOUT SESSION THREE
			12:30 p.m. – 1:15 p.m.
			1:00 p.m. – 5:00 p.m.
			1:15 p.m. – 1:45 p.m.
			1:45 p.m. – 3:00 p.m.
			3:00 p.m. – 3:30 p.m.
CalYOUTH Study: What We're Learning about California Youth Entering Adulthood from Foster Care	Community Leadership: Aging Together	Strengthening Our CalWORKs Child Care Delivery System	3:30 p.m. – 5:00 p.m. BREAKOUT SESSION FOUR

PLATINUM BALLROOM 5-6	PLATINUM BALLROOM 7-8	PLATINUM BALLROOM 9-10	FRIDAY, OCTOBER 7
			7:30 a.m. – 8:30 a.m.
Shifting the CalWORKs Welfare-to-Work Services Delivery Paradigm	Common Core 3.0: Supervisor Training and the Integration of Field-Based Learning	Integrating Fatherhood and Motherhood Programs in Human Services	8:30 a.m. – 10:00 a.m. BREAKOUT SESSION FIVE
			10:00 a.m. – 10:15 a.m.
			10:15 a.m. – 12:00 p.m.

DAY ONE: Wednesday, October 5

8:30 a.m. – 5:00 p.m.	Retired Directors	Elite 3
8:00 a.m. – 9:00 a.m.	VIP Sponsor Breakfast (invite only)	Suite 304, 3rd Floor
8:30 a.m.	Sponsor Exhibits Open	
8:30 a.m. – 10:00 a.m.	Registration and Refreshments	Ballroom Foyer
10:00 a.m. – 11:30 a.m.	OPENING GENERAL SESSION Welcome	Platinum Ballroom Trent Rhorer , <i>CWDA President, Executive Director, San Francisco Human Services Agency</i> Chairwoman Lisa Bartlett , <i>Fifth District Supervisor, Orange County Board of Supervisors</i> Frank Mecca , <i>Executive Director, CWDA</i>
	Fighting for the Dignity and Well-Being of All Californians For more than two decades, California's Maximum Family Grant rule punished poor children and their families, driving them deeper into poverty. This year, driven by the leadership of Senator Holly J. Mitchell, this ineffective and shameful policy was at last repealed. Senator Mitchell's leadership extends beyond MFG, however. She presses her legislative colleagues, community partners, the media and the public to support policies that promote the dignity and well-being of children, women, families and the aging who are living in poverty. Throughout a career that spans from legislative staff to running the largest child and family development organization in the state and back to the legislative arena as an elected official, she has championed the needs of the underserved and unrepresented. Just some of her recent efforts include expanding child care resources for low-income families, moving to end asset seizures without convictions and stopping the criminalization of child sex trafficking. Senator Mitchell will share her advocacy philosophy and discuss these remarkable achievements, including how we as partners and as a state can keep pushing to do better for the people we serve.	Senator Holly J. Mitchell , <i>30th District, Los Angeles</i>
11:30 a.m. – 12:00 p.m.	Break	
12:00 p.m. – 1:00 p.m.	Lunch	Marquis Ballroom
1:00 p.m. – 1:20 p.m.	Dessert Break	
1:00 p.m. – 5:00 p.m.	PLATINUM SPONSORS ONE-ON-ONE CLIENT MEETINGS Unisys	Gold Key III
1:20 p.m. – 2:50 p.m.	BREAKOUT SESSION ONE Worksite Wellness: Keeping Staff Healthy while Meeting the Needs of Children and Families under Duress Adults working in the social services field can experience what is called secondary trauma when working with families and colleagues who may be working with families experiencing their own trauma. In addition, social services occupations can be emotionally draining due to the high-pressure nature of the work, relatively low-wages, combined with a high staff turnover among social services professionals. The goal of this workshop is to introduce social services staff and their partners to the California Fit Business Kit and teach them strategies through interactive and group activities to implement healthy lifestyle changes while on the job.	Platinum 1-2 Moderator: Cheryl Davis , <i>Executive Liaison, CWDA</i> Courtney Cagle , <i>Project Coordinator, Public Health Institute Center for Wellness and Nutrition</i> Stephanie Carillo , <i>Program Manager, Public Health Institute Center for Wellness and Nutrition</i> Amy Delisio , <i>Deputy Director, Public Health Institute Center for Wellness and Nutrition</i> Lisa Tadlock , <i>Community Partnership Specialist, Public Health Institute Center for Wellness and Nutrition</i>

DAY ONE: Wednesday, October 5

1:20 p.m. – 2:50 p.m.

BREAKOUT SESSION ONE (continued)

Evolving to High Impact Independent Living Skills Programs: The Time Is Now!

New state and federal policies and significant advances in our understanding of youth development require public agencies to think differently about how to support foster youth in reaching a healthy and successful adulthood. Transforming county Independent Living Skills programs to provide effective, high impact supports in innovative ways is critical. Participants will receive concrete information from youth, service providers, county staff, and advocates about elements of successful programs, their impact on transition aged foster youth and necessary leadership and funding commitments to replicate successful programming in counties.

Platinum 3-4

Moderator: Diana Boyer, Senior Policy Analyst, CWDA

Andres Cantera, Independent Living Skills Case Manager, VOICES Youth Center

Karen Fies, Director, Sonoma County Human Services Department

Jennifer Rodriguez, Executive Director, Youth Law Center

Amber Twitchell, Director, VOICES Youth Center

Envisioning the Future: The CalWORKs Strategic Initiative

California counties have partnered with Mathematica Policy Research, EMPATH (formerly Crittendon Women's Union), the Center on Budget and Policy Priorities, and Global Learning Partners on a multi-year project that will help create the CalWORKs of the future – CalWORKs 2.0, while also clarifying and simplifying the program as it exists within today's regulatory framework. This innovative, co-creative project will build knowledge, focus on improving program quality, efficiency, and effectiveness, and help with immediate policy and program decision-making while building the capacity for continual improvement. Join us to learn more about the work of this exciting project, the team, and opportunities for involvement.

Platinum 5-6

Michelle Derr, Senior Researcher, Mathematica Policy Research

Erin Horgan, Senior Policy Analyst, CWDA

Ruthie Liberman, Vice President for Public Policy, Economic Mobility Pathway (EMPATH)

LaDonna Pavetti, Vice President, Center on Budget and Policy Priorities

The Alzheimer's Project: San Diego Unites for Care and a Cure

The San Diego County Board of Supervisors established the Alzheimer's Project in 2014 to address the needs of more than 62,000 San Diegans and their caregivers. With Alzheimer's disease being the third leading cause of death in the area, the project brought together the county Board of Supervisors, mayor of San Diego, Alzheimer's San Diego (formerly Alzheimer's Association), a local philanthropist, community organizations and noted researchers and local physicians from the community – all focused on reaching goals in six major areas, including Care (improving services for those with Alzheimer's and their caregivers), Clinical (developing screening, diagnostic and disease management standards), and Cure (finding effective treatment options, building education/awareness and identifying legislative and funding strategies to address the disease) strategies.

Platinum 7-8

Moderator: Cathy Senderling-McDonald, Deputy Executive Director, CWDA

Carol Castillon, Deputy Director of Departmental Operations, Aging and Independence Services, San Diego County Health and Human Services Agency

Mark Sellers, Assistant Director, Aging and Independence Services, San Diego County Health and Human Services Agency

The Role of Child Support Services in the Support of Fragile Families

This session will present an overview of the Child Support Services program, and show how the program supports the larger social services safety net. Child support represents 40% of income for fragile families, and support programs are increasingly partnering with other governmental agencies and community organizations to extend the reach and effectiveness of supportive services. Speakers from the California Department of Child Support Services and a local child support agency will share the big picture of data sharing, common customer solutions, partnership opportunities, and potential breakthroughs in the way we serve our customers.

Platinum 9-10

Moderator: Tom Joseph, Federal Director, CWDA

Lesley Bell, Regional Administrator, California Department of Child Support Services

Steven Eldred, Director, Orange County Child Support Services

2:50 p.m. – 3:10 p.m.

Refreshment Break

DAY ONE: Wednesday, October 5

3:10 p.m. - 4:45 p.m.

BREAKOUT SESSION TWO

Take the Lead: Telling an Agency's Story in Times of Crisis and Beyond

In the past year, San Bernardino County's Human Services Communications team supported their agency and colleagues through the largest terrorist attack in the United States since September 11. In addition to the December 2 terrorist attack, they also guided their agency through a 36,000-acre fire, media investigations of the child welfare system, large scale animal abuse cases, and public health concerns. Presenters will share best practices, lessons learned, and communications strategies used to balance transparency with sensitivity to those impacted. They will also discuss their *Take the Lead* model for media relations that successfully generates positive media coverage.

Platinum 1-2

Moderator: Linda Haugan, Assistant Executive Officer, San Bernardino County Human Services

Claudia Doyle, Public Health Information Officer, San Bernardino County Department of Public Health

C.L. Lopez, Communications Officer, San Bernardino County Human Services

Cynthia Malvin, Media Specialist, San Bernardino County Human Services

Using Proposition 47 to Remove Barriers to Employment and Self-Sufficiency for CalWORKs Participants

Having a criminal record is among the most common reasons why people are denied employment in California. This barrier can pose an even greater challenge for CalWORKs participants who are working toward self-sufficiency. The Safe Neighborhoods and Schools Act of 2014, also known as Proposition 47, reclassified six non-violent, non-serious, non-sexual offenses from felonies to misdemeanors. This change has opened doors for many people who were ready and willing to work but were unable to secure employment due to their old criminal records. Participants will learn how Proposition 47 can be used to help remove barriers to employment for people moving from welfare to work.

Platinum 3-4

John J. Bauters, Director of Government Relations, Californians for Safety and Justice

Beneficiary of Proposition 47

Fiscal Essentials 101

Back by popular demand for a third year, and under two unique and separate sessions, learn the essentials of human services financing. Fiscal Essentials 101 will provide a high-level overview on how human services is budgeted, information as to how programs are funded including 1991 and 2011 realignment, and current changes in finance.

Platinum 5-6

Monica Bentley, Fiscal Manager, Riverside County Department of Public Social Services

Robert Manchia, Chief Financial Officer, San Mateo County Human Services Agency

Child Welfare Core Practice Model: A Prescription for Success

This workshop will review the elements of the Child Welfare Core Practice Model, including the recently developed Leadership Behaviors, how the Practice Model supports the implementation of the Continuum of Care Reform (CCR) and Resource Family Approval (RFA). In addition, the applicability of the Core Practice Model to all agency programs and to community contracts will be a major focus of the workshop, including specific examples of how counties are using the Core Practice Model in supporting agency practices.

Platinum 7-8

Melissa Connelly, Director of the Regional Training Academy Coordination Project, CalSWEC

Sylvia Deporto, Deputy Director, San Francisco Human Services Agency

Danna Fabella, Project Manager, Child and Family Policy Institute of California

Tricia Gonzalez, Deputy Director, Department of Social Services Child Welfare

Stuart Oppenheim, Executive Director, Child and Family Policy Institute of California

DAY ONE: Wednesday, October 5

3:10 p.m. - 4:45 p.m.

BREAKOUT SESSION TWO (continued)

Addressing Food Insecurity Among In-Home Supportive Services Consumers

How can counties utilize existing program structures to maximize the wellness of their communities? In an effort to target hungry seniors and people with disabilities, the San Francisco IHSS program is partnering with the San Francisco Office on Aging and the San Francisco-Marin Food Bank to create an innovative program that collects food security data while bringing weekly supplemental groceries to IHSS consumers in need. The presentation will describe the impetus for the project, the planning process, and impacts on consumers and county staff, as well as program outcomes to date.

Platinum 9-10

Moderator: Susan von Zabern,
*Director, Riverside County
Department of Social Services*

Megan Elliott, *IHSS Program
Director, San Francisco Human
Services Agency*

Linda Lau, *Nutritionist,
Department of Aging and Adult
Services, San Francisco Human
Services Agency*

Diana Markley, *Director of
Programs, San Francisco-Marin
Food Bank*

5:00 p.m. - 6:30 p.m.

Reception

Marquis Ballroom



DAY TWO: Thursday, October 6

7:45 a.m. – 8:45 a.m.	Breakfast	Marquis Ballroom
8:00 a.m.	Sponsor Exhibits Open	
8:30 a.m. – 12:30 p.m.	PLATINUM SPONSORS ONE-ON-ONE CLIENT MEETINGS	
	Deloitte	Gold Key I
	Northwoods	Gold Key II
	Accenture	Gold Key III
9:00 a.m. – 10:30 a.m.	GENERAL SESSION TWO California's State-County Relationship: The Power of Partnership	Platinum Ballroom Trent Rhorer , <i>CWDA President, Executive Director, San Francisco Human Services Agency</i> Will Lightbourne , <i>Director, California Department of Social Services</i>
	Rethinking Addiction In this talk, Johann Hari discusses the landmark studies that demonstrate the connections between addiction and environment. He investigates the countries that have witnessed incredible success by accepting these findings: plummeting rates of drug use, addiction, violent crime, overdoses, and more. And he issues a call to treat the addicts in our lives much differently, changing both our politics and our hearts. Combining the best social science with vividly human anecdotes, this is a transformative talk about what it means to be addicted, and what it means to recover.	Johann Hari , <i>Author and Journalist</i>
10:30 a.m. – 11:00 a.m.	Break	
11:00 a.m. – 12:30 p.m.	BREAKOUT SESSION THREE	
	New Approaches to Combat Homelessness Many homeless families and individuals need more than what CalWORKs and General Assistance can offer. This presentation provides details on multi-agency collaboratives being implemented in Los Angeles County to prevent homelessness and reduce future homeless episodes among families and single adults. Los Angeles County will share how it is building on its current Homeless Family Solution System and has developed strategies to identify, assess and divert families from crisis housing. Looking at single adults, details will be shared about how the county is strengthening its current General Relief Housing Subsidy Program to more effectively help disabled homeless individuals successfully apply for SSI.	Platinum 1-2 Deon Arline , <i>Human Services Administrator, Los Angeles County Department of Public Social Services</i> Lyric Nash , <i>Human Services Administrator, Los Angeles County Department of Public Social Services</i> Alicia Oropeza , <i>Human Services Administrator, Los Angeles County Department of Public Social Services</i> Jose Perez , <i>Assistant Director, Los Angeles County Department of Public Social Services</i>
	Improving Services for California's Most Vulnerable Parents With the extension of foster care to age 21, California's foster care system now finds itself serving more expectant and parenting youth than ever before. This poses serious challenges for county child welfare agencies as they struggle to meet the complex needs of these vulnerable, young families. It also provides an opportunity to improve the outcomes of these vulnerable young families by bringing the resources of the child welfare system. This workshop will include an overview of parenting dependents in California and include information about a range of approaches being used in the field to improve outcomes for parenting dependents, including the parenting support plan created by AB 2668, specialized conferences for pregnant and parenting youth, home visitation programs, pregnancy prevention strategies to prevent repeat pregnancies and the use of data to better understand the dynamics of unplanned pregnancy in your county.	Platinum 3-4 Moderator: Cathi Grams , <i>Director, Butte County Department of Employment and Social Services</i> Donna Fernandez , <i>Program Manager, Los Angeles Department of Child and Family Services</i> Rebecca Gudeman , <i>Senior Attorney, National Center for Youth Law</i> Amy Lemley , <i>Executive Director, John Burton Foundation</i> Jaime Munoz , <i>Social Worker/Manager, Orange County Social Services Agency</i>

DAY TWO: Thursday, October 6

11:00 a.m. – 12:30 p.m.

BREAKOUT SESSION THREE (continued)

The Evolution of Simulation Training at the Public Child Welfare Training Academy

The Academy for Professional Excellence and the Public Child Welfare Training Academy's Simulation Site was designed specifically to strengthen critical thinking, decision-making, interviewing, analytical and problem-solving skills in a safe, realistic environment for child welfare workers entering the public child welfare system. Simulation can easily be adapted to benefit many disciplines. They are designed in a way that allows them to be malleable and shift to meet the needs of a variety of workforce demographics. The Academy is in its second year of implementation and will share the process of development and lessons learned from the past year.

Platinum 5-6

Moderator: Kelly Woodard, Director, Madera County Department of Social Services

Jennifer Baum, Assistant Director and Chief Financial Officer, Academy for Professional Excellence

Renee Duci, Training Operations Manager, Public Child Welfare Training Academy

Cynthia Ebron, Riverside Site/Simulation Coordinator, Public Child Welfare Training Academy

Chelsea Payne, Research and Development Specialist, Academy for Professional Excellence

Nancy Satterwhite, County Consultant Manager, Academy for Professional Excellence

Anzette Shackelford, Training Development Manager and County Consultant, Academy for Professional Excellence

Ending the Stigma that Affects Senior Benefit Enrollment: Closing the CalFresh Participation Gap

One in three older adults are economically insecure. Despite the availability of public benefit programs that can help meet basic needs and improve economic security, such as CalFresh, older adults are under-enrolled. The National Council on Aging will present on its findings from a recent report, *An End to Stigma: Challenging the Stigmatization of Public Assistance Among Older Adults and People with Disabilities* that examines the challenges stigma poses and provides recommendations for overcoming it. The California Department of Social Services will present on strategies to boost CalFresh participation among California seniors, within the context of lessons learned in other states. Additionally, the CalFresh branch will provide an update on new program changes to increase enrollment and maximize benefit retention.

Platinum 7-8

Moderator: Juliet Webb, Human Services Director, Tulare County Health and Human Services Agency

Brandy Bauer, Communications Manager, Economic Security, National Council on Aging

Alexis Fernandez, Policy Section Chief, California Department of Social Services

Leslie Fried, Senior Director, National Council on Aging

50 Years of Medi-Cal: Past, Present and Future

California's Medi-Cal program is celebrating its 50th birthday this year. Hear from state, county, foundation and advocate presenters as they discuss the journey Medi-Cal has taken over the last 50 years, the hot issues of today, and what might be coming in the future for this program that helps one in three Californians receive health care.

Platinum 9-10

Amy Adams, Senior Program Officer, California Health Care Foundation

Jackie Bender, Director of Policy, California Association of Public Hospitals and Health Systems

René Mollow, Deputy Director, Health Care Benefits and Eligibility, California Department of Health Care Services

Cathy Senderling-McDonald, Deputy Executive Director, CWDA

12:30 p.m. – 1:15 p.m.

Lunch

Marquis Ballroom

DAY TWO: Thursday, October 6

1:00 p.m. - 5:00 p.m.	PLATINUM SPONSORS ONE-ON-ONE CLIENT MEETINGS Hewlett Packard Enterprise IBM Time Study Buddy	Gold Key I Gold Key II Gold Key III
1:15 p.m. - 1:45 p.m.	Dessert Break	
1:45 p.m. - 3:00 p.m.	GENERAL SESSION THREE Triumph of the Spirit "It's in relationships where we are wounded, therefore it is relationships where we are healed." The ability to live, love, attune our sensibilities to another and attach to those we love deeply, and profoundly are innate desires with which we as humans are born with – hardwired to the bone – as it may be, and yet all it takes is one. One human. One opportunity that sets change into action. One act of open-handedness, affecting the life trajectory of any one person at any given time. Triumph of the Human Spirit is one such axiom that embodies the value of the power of one.	Platinum Ballroom Regina Louise, Author and Child Advocate
3:00 p.m. - 3:30 p.m.	Refreshment Break	
3:30 p.m. - 5:00 p.m.	BREAKOUT SESSION FOUR	
	Innovation in Service: Santa Cruz County's We Care Customer Model The <i>We Care</i> interaction model is grounded in a simple yet intuitive operational framework that illustrates the most common case processing situations and outcomes that arise within customer interactions. Inspired by the example of private sector customer service leaders like Apple, Ritz Carlton, and Zappos, Santa Cruz County strove to apply these best practices to a public sector setting. In person, by phone, via kiosk or online, every customer interaction is backed by a commitment to exceptional service. Panel participants will have the opportunity to discuss and experience the <i>We Care</i> model with key implementation managers who were part of the development of the <i>We Care</i> initiative.	Platinum 1-2 Emily Balli, Division Director, Santa Cruz Santa Cruz Human Services Department Andrew Stewart, Staff Development Program Manager, Santa Cruz Human Services Department
	Social Services Financing 102 This session will provide a high-level overview targeted to non-financial staff, on how costs are charged against your funding sources. It will include how the Statewide Cost Allocation Plan affects California Department of Social Services claiming, how time studies drive the allocation of costs to various funding sources, why salary costs charged to your program do not always represent the salary of your actual employee, how vacation time affects your level of funding and why it is critical to have a global view on resources changes outside of your direct control but within your department.	Platinum 3-4 Terry Concellos, Deputy Director of Administration, Santa Barbara County Social Services Department
	CalYOUTH Study: What We're Learning about California Youth Entering Adulthood from Foster Care This presentation will share findings from the California Youth Transitions to Adulthood - commonly known as CalYOUTH - study of youth entering adulthood from foster care. Findings from interviews with youth when they were 19 years old (n = 611) and from web-based surveys of their county caseworkers (n = 295) will be shared and discussed, highlighting findings with implications for practice with youth in extended foster care. CalYOUTH youth survey results are also available at the county level for counties with 10 or more participating youth. The presentation will provide participants with information about opportunities to discuss CalYOUTH results from their own county.	Platinum 5-6 Moderator: Diana Boyer, Senior Policy Analyst, CWDA Mark Courtney, Professor, University of Chicago

DAY TWO: Thursday, October 6

3:30 p.m. - 5:00 p.m.

BREAKOUT SESSION FOUR (continued)

Community Leadership: Aging Together

An unprecedented challenge lies ahead for all of us working in the field of human services. By 2030, the senior population in California will grow by almost 50%. By comparison, the overall state population will grow by just 12% in this same time period. The safety net systems serving seniors today are fragmented and under-resourced. To prepare for accelerating demand, human service agencies at every level of government will need to develop strategies for innovation, system integration, and effective advocacy to strengthen the support network for older adults. In this session, three Bay Area counties will provide an overview of these challenges and discuss opportunities to work at the local level to prepare for new demands on our aging programs.

Platinum 7-8

Diane Kaljian, *Director, Adult and Aging Division, Sonoma County Human Services Department*

Shireen McSpadden, *Executive Director, Department of Aging and Adult Services, San Francisco Human Services Agency*

Randy Morris, *Assistant Agency Director, Alameda County Social Services Agency*

Strengthening Our CalWORKs Child Care Delivery System

The California Department of Social Services' Child Care Programs Bureau in collaboration with CWDA and county child care administrators will provide an overview of best practices that contribute to the mission of strengthening the CalWORKs child care delivery system. This workshop will provide an interactive panel discussion and breakout sessions for collaborative knowledge sharing. The goal of this workshop is to share ideas that counties can use as a framework for building best practices in the administration of child care subsidies.

Platinum 9-10

Michele Grant, *Policy Manager, California Department of Social Services*

Jason Holthe, *Senior Policy Analyst, San Francisco Office of Early Care and Education*

Kim Johnson, *Chief, Child Care and Refugee Programs Branch, California Department of Social Services*

David O'Meara, *Administrative Manager, Orange County Family Self Sufficiency Administrator, Orange County Social Services Agency*

Nanci Powers, *Program Analyst, Contra Costa County Employment and Human Services Department*

Ana Rasquiza, *Analyst, Marin County Health and Human Services*

Jigna Shah, *Chief, California Department of Social Services*

DAY THREE: Friday, October 7

7:30 a.m. – 8:30 a.m.

Breakfast

Marquis Ballroom

8:30 a.m. – 10:00 a.m.

BREAKOUT SESSION FIVE

Preventing Evictions of Vulnerable Adults: Addressing Hoarding and Cluttering Disorder through Skill-Building and Collaboration

Across the state, Adult Protective Services programs regularly encounter elders and adults with disabilities that are in distress and at risk of homelessness as a result of severe hoarding and cluttering behaviors. Local communities are negatively impacted when vulnerable adults live in hazardous conditions or when these individuals are evicted. In collaboration with local stakeholders and the Metropolitan Boston Housing Partnership, San Francisco's APS program tested an intervention strategy focused on teaching vulnerable adults de-cluttering skills and on promoting stable housing. The County of Orange has a Hoarding and Cluttering Task Force that facilitates collaborative intervention strategies. This presentation will discuss innovative ways that human services agencies can address this critical issue.

Platinum 1-2

Moderator: Diana Boyer, Senior Policy Analyst, CWDA

Stacy Lindberg, Adult Protective Services Program Manager, Orange County Social Services Agency

Jill Nielsen, Adult Protective Services Program Director, San Francisco Human Services Agency

The Fresno Bridge Academy: Bridging CalFresh and Employment

The Fresno Bridge Academy is Fresno County's CalFresh Employment and Training (E&T) Program, an 18-month employment program that helps bridge qualified and motivated individuals to services such as job placement and vocational training. The Fresno Bridge Academy was recently selected as one of just 10 national SNAP E&T pilots that have been tasked with testing new E&T interventions, program replicability/scalability, and informing public policy. During this session, Fresno Bridge Academy leaders will share the program's efforts and progress, as well as offer information on how other counties and organizations can use this model to bring similar services to other areas of need throughout the state.

Platinum 3-4

Moderator: Erin Horgan, Senior Policy Analyst, CWDA

Arasely Rosas, Program Manager, Fresno Bridge Academy

Luis Santana, Executive Director, Fresno Bridge Academy

Pete Weber, Founder, Fresno Bridge Academy

Shifting the CalWORKs Welfare-to-Work Service Delivery Paradigm

In addition to regulatory changes, the passage of AB74 in 2013 provided funding for enhanced services and programs to address multi-barrier CalWORKs families. San Francisco CalWORKs is in the process of making program and staffing changes to effectively administer the Family Stabilization program, Expanded Subsidized Employment, Housing Support Program, and Online CalWORKs Assessment Tool (OCAT). As a result of this strategy, the county is aiming to achieve a 50% work participation rate across the entire CalWORKs Welfare to Work caseload. Learn how the county is re-engineering the way services and programs are delivered and its use of social work specialists as all-family case managers to support program outcomes.

Platinum 5-6

Moderator: Kathy Harwell, Director, Stanislaus County Community Services Agency

Terri Austin, CalWORKs Welfare to Work Administrative Manager, San Francisco Human Services Agency

Florence Hays, CalWORKs Welfare to Work Manager, San Francisco Human Services Agency

Tony Lugo, CalWORKs Welfare to Work Services Director, San Francisco Human Services Agency

Anna Pineda, CalWORKs Program Manager, San Francisco Human Services Agency

Common Core 3.0: Supervisor Training and the Integration of Field-Based Learning

The goal of the presentation is to provide participants with an overview of the supervisor's role in Common Core 3.0 (CC3.0) training and how supervisor training will align with the goals of CC3.0 and the California Child Welfare Core Practice Model. Participants will leave the presentation with a better understanding of the blended training opportunities for new workers and supervisors; the critical role of the supervisor in the transfer of learning process; and how supervisors will be prepared to support new social workers. Participants will explore the role and expectations of the supervisor, as well as hear stories from the field that provide insight into some of the successes and challenges with balancing training, supervision and transfer of learning to the field.

Platinum 7-8

Moderator: Jennie Pettit, County Consultant, CWDA

Jennifer Cannell, Training and Curriculum Specialist, CalSWEC

Melinda Iremonger, Training and Curriculum Specialist, CalSWEC

Elizabeth Wroughton, Research and Evaluation Analyst, CalSWEC

DAY THREE: Friday, October 7

8:30 a.m. - 10:00 a.m.

BREAKOUT SESSION FIVE (continued)

Integrating Fatherhood and Motherhood Programs in Human Services

Participants will have an opportunity to hear about the importance of fatherhood and motherhood programs within the context of human services delivery, and how Merced County has been able to integrate and offer these services. The county's *All Dads Matter* program provides services that are gender responsive to fathers. Woven in these services are grounding discussions and skill building activities on the role and responsibilities of fathers, effective communication and parenting, child development milestones, and systems navigation. Likewise, the county's *All Moms Matter* program offers services to women to ensure that children have healthy and nurturing mothers from birth.

Platinum 9-10

Lamar Henderson, *Employment and Training Worker, Merced County Human Services Agency*

Scott Pettygrove, *Director, Merced County Human Services Agency*

Kimiko Vang, *Deputy Director, Merced County Human Services Agency*

10:00 a.m. - 10:15 a.m.

Break

10:15 a.m. - 12:00 p.m.

CLOSING GENERAL SESSION

Evicted: Poverty and Profit in the American City

Evictions used to be rare. But today, for many poor Americans eviction has become a way of life. Matthew Desmond's groundbreaking book *Evicted: Poverty and Profit in the American City* follows tenants and landlords swept up in the process of eviction. Drawing on the urban reportage and original statistical data gathered for the book, his lectures shows that eviction is a cause, not just a condition, of poverty and that the face of America's eviction epidemic belongs to mothers and children. Presenting new insights into the fundamental role housing plays in deepening inequality in America, Desmond affirms the centrality of home, without which nothing else is possible.

Platinum Ballroom 5-6

Matthew Desmond, *Author, Social Justice Advocate and Urban Ethnographer*



Keynote Presenters



DAY ONE: WEDNESDAY, OCTOBER 5, 2016 **OPENING GENERAL SESSION**

Senator Holly J. Mitchell *30th District, Los Angeles*

Holly J. Mitchell has served in California's Legislature since 2011. She was elected in 2014 to represent the 30th Senate District, which stretches from Culver City to South Los Angeles, and includes Century City, Cheviot Hills, the Crenshaw District, USC, Downtown and a portion of Inglewood.

Senator Mitchell belongs to the Senate's official leadership, chairing the Budget Subcommittee on Health and Human Services and serving on the Rules, Health, Insurance, and Labor Committees. She also founded the Senate Select Committee on Women and Inequality.

All 49 of the bills Senator Mitchell has delivered to the Governor's desk during her five years in the Legislature have been signed into law. Most of those bills focus on expanding human services, women's reproductive rights, environmental justice, fighting the trafficking of minors and the undocumented and, above all, reducing the numbers of children growing up in poverty.

Senator Mitchell's interest in politics dates back to her childhood in South L.A. and activism during her undergraduate years at University of California, Riverside, following which she became a Coro Fellow. She worked as a legislative analyst for the Senate Health Committee and for the Western Center on Law and Poverty, and became CEO of California's largest child and family development organization, Crystal Stairs.

She considers her most significant achievement to be that of a mother of an inquisitive, tech-savvy, teenage boy.



DAY TWO: THURSDAY, OCTOBER 6, 2016 **GENERAL SESSION TWO**

Johann Hari *Author and Journalist*

Johann Hari is a British journalist. He has written for many of the world's leading newspapers and magazines, including the New York Times, Le Monde, the Guardian, the Los Angeles Times, the New Republic, the Nation, Slate, El Mundo, and the Sydney Morning Herald. He was a lead op-ed columnist for the Independent, one of Britain's leading newspapers, for nine years.

He was born in 1979 in Glasgow, Scotland, and has lived in London since he was a baby. His mother is from the Scottish tenements and his father is from the Swiss mountains. He graduated from King's College, Cambridge with a double first in Social and Political Sciences in 2001.

Hari was named 'National Newspaper Journalist of the Year' by Amnesty International twice. He was named 'Environmental Commentator of the Year' at the Editorial Intelligence awards, and 'Gay Journalist of the Year' at the Stonewall awards. He has also won the Martha Gellhorn Prize for political writing.

He is currently working on his next book, and he is a Visiting Fellow with Purpose, the New York-based progressive campaigning group.

Keynote Presenters



DAY TWO: THURSDAY, OCTOBER 6, 2016 GENERAL SESSION THREE

Regina Louise
Author and Child Advocate

"Triumph of the spirit" is the only way to describe Regina Louise's trials as an orphan discarded by most, if not all, the adults in her life. Her life story is one of a child who prevails against all odds, whose resilience shines through each attempt to break her, and whose sheer will to not only survive, but to thrive, is a beacon to us all. "My whole life, I wanted to hear that I was a wanted and special child. So, I set about imagining what my beginnings would have been like," she said.

At the age of 11, carrying a bag of Nilla Wafers, a Cragmont soda, and a quarter, this self-determined child crossed the country on a Greyhound bus to meet a mother she'd known only in a scant memory - a woman who had long ago moved past wanting to be a parent.

After living in more than 30 foster homes, group homes, and psychiatric facilities, and overcoming dangerous withdrawals from inaccurately prescribed drugs, Louise took charge of her life. Though she had missed many years of formal education and been labeled "below average or marginal at best," her optimism and perseverance helped her become a clear definition of resilience. She not only touches, moves, and inspires her listeners to want to stand and shout, she leaves them with the sheer hope of possibility. A proud advocate for children and adoption, Louise was recognized for her continuous efforts by the U.S. Department of Health and Human Services when she was presented with the Adoption Excellence Award in Adoption of Minority Children from Foster Care.

Author of the best-selling memoir, "Somebody's Someone," her story has been featured on NPR's "All Things Considered" and "The Early Show." Her poignant story has also garnered nationwide attention in newspapers and magazines. She is working on the second installment of her memoir and Lifetime Television has brought her story to the screen.



DAY THREE: FRIDAY, OCTOBER 7, 2016 CLOSING GENERAL SESSION

Matthew Desmond
Author, Social Justice Advocate and Urban Ethnographer

Matthew Desmond is John L. Loeb Associate Professor of the Social Sciences and co-director of the Justice and Poverty Project. His primary teaching and research interests include urban sociology, poverty, race and ethnicity, organizations and work, social theory, and ethnography. In 2015, Desmond was awarded a MacArthur "Genius" grant.

His New York Times bestselling book, "Evicted: Poverty and Profit in the American City," draws on years of embedded fieldwork and painstakingly gathered data. This landmark work of scholarship and reportage takes us into the poorest neighborhoods of Milwaukee to tell the story of eight families on the edge. Arleen is a single mother trying to raise her two sons on the \$20 a month she has left after paying for their rundown apartment. Scott is a gentle nurse consumed by a heroin addiction. Lamar, a man with no legs and a neighborhood full of boys to look after, tries to work his way out of debt. Vanetta participates in a botched stickup after her hours are cut. All are spending almost everything they have on rent, and all have fallen behind.

The fates of these families are in the hands of two landlords: Sherrena Tarver, a former schoolteacher turned inner-city entrepreneur, and Tobin Charney, who runs one of the worst trailer parks in Milwaukee. They loathe some of their tenants and are fond of others, but as Sherrena puts it, "Love don't pay the bills." She moves to evict Arleen and her boys a few days before Christmas.

Even in the most desolate areas of American cities, evictions used to be rare. But today, most poor renting families are spending more than half of their income on housing, and eviction has become ordinary, especially for single mothers. In vivid, intimate prose, Desmond provides a ground-level view of one of the most urgent issues facing America today. As we see families forced into shelters, squalid apartments, or more dangerous neighborhoods, we bear witness to the human cost of America's vast inequality—and to people's determination and intelligence in the face of hardship.

Speaker Biographies

Amy Adams is a senior program officer for the California Health Care Foundation's Improving Access team that works to improve access to coverage and care for low-income Californians. Her areas of focus include ensuring effective implementation of the Affordable Care Act, expanding coverage for the remaining uninsured, and reducing barriers for low-income Californians to enroll in and maintain affordable coverage. Prior to joining the Foundation, she worked for the Service Employees International Union, leading a range of state and federal health care policy and research efforts. She has also worked as a program evaluator and private consultant to foundations, government agencies, and nonprofits. She holds a bachelor's degree in American Studies from Yale College, a master's degree in Latin American Studies from Stanford University and a master's degree in social welfare from the University of California, Berkeley.

Terri Austin has over 27 years in local government, the last nine in workforce development for the San Francisco Human Services Agency. She was an integral part of the team that developed and implemented the JOBS NOW! Program, as well as preparing and submitting the annual SNAP Employment & Training Plan to the state of California. She is the lead on the county's efforts to expand SNAP E&T to include a third party match process in the SNAP to Skills pilot.

Emily Balli is currently the Division Director of the Santa Cruz County Employment and Benefit Services Division. She began her career with the county almost 26 years ago as an eligibility worker. As a result of a focus on customer experience, Santa Cruz County implemented a customer interaction model, WE CARE, designed to deliver an excellent customer experience of public assistance programs in Santa Cruz County. Through the effective practice of WE CARE for phone contacts and face-to-face interactions, staff deliver a uniform customer service delivery experience that provides positive customer experience outcomes.

Brandy Bauer is the Communications Manager of Economic Security at the National Council on Aging. She works with community organizations and state agencies across the country to promote benefits for older adults, identify strategies to improve the financial security of vulnerable seniors and disseminate promising approaches to maximizing benefits outreach and enrollment. She has 15 years of experience in communications related to improving access to health and human services for vulnerable and marginalized populations. Prior to joining the Council, she worked on behalf of refugee and war trauma survivors in Europe. She also spent three years as a humanitarian aid worker in Afghanistan, with a special focus on helping returning refugees to access housing, health care, and employment.

Jennifer Baum is the Assistant Director and Chief Financial Officer at the Academy for Professional Excellence at San Diego State University. She graduated from San Diego State University in 2002, and has been with the Academy since then. She provides oversight for the Business and Development division; managing the fiscal, evaluation, instructional design, instructional technology, contracts, and administrative programs and staffing. She has taken on a leadership role in the design and implementation of the Simulation Training site and developed the proposal that was used to secure funding commitments from partner agencies.

John J. Bauters serves as the Director of Government Relations at Californians for Safety and Justice where he is responsible for crafting and advancing legislation focused on smart public safety investments and changes to California's criminal justice system. He serves on the Proposition 47 Executive Steering Committee at the Board of State and Community Corrections, which is charged with reinvesting the state savings realized from the passage of Prop 47 back into community-based programs for mental health and drug treatment services. His prior work includes working with CWDA in the creation and implementation of the CalWORKs Housing Support Program.

Jackie Bender is the Director of Policy with the California Association of Public Hospitals and Health Systems, which she joined in 2011. Her work focuses on federal and state policy, including Medicaid waivers, public hospital financing, health realignment, Medicaid Disproportionate Share Hospital, Accountable Care Organizations and the impact of non-health interventions for safety-net populations. Prior to working at the Association, she served as an advisor to Congressman Lloyd Doggett, a senior member of the U.S. House Ways and Means and House Budget Committees, with an emphasis on Medicare policy for low-income populations. She has also consulted for Alameda County and the City and County of San Francisco on projects related to coverage expansion and factors impacting poor health outcomes for homeless individuals. She received her master's degree in Public Policy from the University of California, Berkeley, and her bachelor's in Political Science from the George Washington University.

Monica L. Bentley has been a Fiscal Manager for the Riverside County Department of Public Social Services for 13 years. In this position she has managed the following functions: department budgets, administrative and assistance claims, revenue accounting, services and administrative contract payments, and asset tracking. During her previous six years with the department she served as a senior administrative analyst and an accountant preparing the County Expense Claim and developing program reporting and analysis. She also worked for five years in the private sector doing accounting for manufacturing companies. She has her bachelor's in Business Administration with a concentration in Accounting and a master's degree in Public Administration, both obtained from California State University, San Bernardino. She is also a member of the CWDA Fiscal Committee and the chair Financial Analysis and Data Systems Subcommittee.

Diana Boyer is a Senior Policy Analyst with CWDA and specializes in the program areas of In-Home Supportive Services, Adult Protective Services, Child Welfare, and Foster Care. Previously, she served as a program planner/specialist for Sacramento County Department of Health and Human Services, and as legislative analyst and director of governmental relations for Santa Clara County Social Services Agency. Diana earned her bachelor's degree from the University of California, Davis, and a master's degree in Public Administration from the University of Southern California.

Speaker Biographies

Courtney Cagle joined the Public Health Institute's Center for Wellness and Nutrition in 2013 as a Marketing Specialist. In this role, she was instrumental in the strategic development, implementation and evaluation of California's SNAP-Ed Retail Program, where she earned Produce Business Magazine's Marketing Excellence award. She currently serves as the Project Coordinator of the Placer County Social Service's Get Fresh! Project that seeks to improve Placer County SNAP recipients' knowledge of and access to healthy foods. Cagle received her Bachelor of Science in Human Ecology and Bachelor of Arts in International Relations and Diplomacy from The Ohio State University.

Jennifer Cannell received her master's degree in Social Work from the University of Nevada, Reno. She has a broad range of social work experiences in both the public and private sectors. Experiences include: opening and managing a residential safe house program for women and children escaping intimate partner violence; serving as a child welfare worker in a rural northern county where she carried lateral cases from intake through ER and PP; and serving as an executive director of a nonprofit counseling center. For the last 10 years, she has worked in the California Child Welfare Training System providing training, support and capacity building services for public child welfare agencies with the goal of improving the safety, permanence and well-being of children, youth and families in our communities. Currently, she works for CalSWEC as a Training and Curriculum Specialist responsible for statewide Common Core 3.0 coordination, development and implementation.

Andres Cantera is a Case Manager within the VOICES Independent Living Program. He has been working with VOICES for the past six years. Initially receiving Independent Living Program services at the age of 16, he now uses his experience supporting youth whose shoes he was once in. He is currently attending Napa Valley College where he is pursuing his associate's degree with the goal of earning his bachelor's degree in Social Work.

Stephanie Carillo is the Program Manager for the Public Health Institute Center for Wellness and Nutrition, and has more than 13 years promoting health and nutrition for underserved communities through special health initiatives that focus on increasing food access and physical activity opportunities through healthy retail initiatives and worksite wellness interventions through the SNAP-Ed program, Centers for Disease Control and Prevention funded healthy retail strategies and worksite wellness initiatives funded by a Growers Association. Formally, the WIC Director for San Joaquin County, she provided nutrition programs, health services, and breastfeeding support and built the capacity of community health workers through training programs and advised on the development of a department-wide wellness program.

Carol Castillon is the Deputy Director of Departmental Operations for the County of San Diego's Aging and Independence Services. She received her bachelor's in Human Development from the University of California, San Diego and her master's in Gerontology from San Diego State University. During her 15-year county tenure, she has provided leadership for numerous programs including the San Diego Care Transitions Partnership, Adult Protective Services and the Long Term Services and Supports programs. She strongly believes in improving the care and coordination of services in the elderly and disabled population.

Terrie Concellos is the Deputy Director of Administration for the Santa Barbara County Social Services Department. She has a master's in Business Administration, a bachelor's in Accounting and more than 20 years of experience in social services financing. In her current role, she has oversight of finance, information technology systems, facility and disaster response administration, staff development, human resources, and compliance and has taught social services financing at both University of California, Davis and for the Leaders in Action program. She's worked on a number of state and county workgroups to support new program initiatives and the development of allocations. She is a member of the CWDA's Fiscal Committee and Financial Analysis and Data Systems Subcommittee.

Melissa Connelly is Director of the Regional Training Academy Coordination Project at CalSWEC. Among other things, the RTA Coordination Project is currently working on the revision of the Common Core Curriculum for new child welfare social workers in California (Common Core 3.0) and supporting county child welfare directors in their work to develop a practice model for California.

Mark Courtney is a professor in the School of Social Service Administration at the University of Chicago. His fields of special interest are child welfare policy and services, the connection between child welfare services and other institutions serving marginalized populations, and the professionalization of social work. His current work includes studies of the adult functioning of former foster children, evaluation of independent living services for foster youth, and the influence of juvenile courts on the operation of the child welfare system. Before moving into academia, he worked for several years in various capacities providing services to abused and neglected adolescents in care in California.

Cheryl Davis is the CWDA Executive Liaison with the CalHEERS project. Cheryl has more than 25 years of leadership experience in human services, most recently as the Human Services Director for Placer County Health and Human Services. Additionally, she has held the positions of director of Community Services at the Sacramento Housing and Redevelopment Agency, director of the Sacramento County Department of Human Assistance, and director of Employment and Training for the Commonwealth of Pennsylvania Department of Public Welfare. Cheryl holds a Bachelor's of Science in Sociology from St. Joseph's University in Philadelphia and a Master's of Science in Human Development from the University of California, Davis.

Amy DeLisio is currently the Deputy Director at the Public Health Institute Center for Wellness and Nutrition with more than 10 years of experience working on nutrition and obesity prevention programs serving vulnerable populations. She has experience working with a broad set of funding sources and partners, including federal, state, local and private industry. She oversees youth engagement projects, healthy retail initiatives, worksite wellness interventions and other policy and environmental strategies that increase access to healthy food and safe spaces that advance health equity. She is a Registered Dietitian with a master's degree in Public Health from the University of Southern California.

Speaker Biographies

Sylvia Deporto is currently the Deputy Director of Family and Children's Services Division of the San Francisco Human Services Agency. Prior to this position she was the assistant director for the Children's Services Division in Riverside County. She received her bachelor's degree in Psychology from the University of California, Riverside and a master's degree in Counseling from California State University, San Bernardino. She has more than 27 years of experience in the field of social work including child protective services; services to elderly, blind and disabled adults; and services to developmentally delayed children. She was employed with Riverside County Children's Services Division for 21 years serving in the capacity of social worker, supervisor, trainer, manager and director.

Michelle Derr is a senior researcher at Mathematica Policy Research and is well known for her ability to translate research findings effectively to improve public policies and direct practice. Most of her work focuses on quick turnaround research projects used to describe a promising practice or document the implementation of a public policy. She has conducted site visits to welfare agencies and other social service programs in more than 100 communities in 30 states and the District of Columbia. She specializes in evaluating employment and training initiatives targeted to public assistance clients, ex-offenders, individuals with disabilities, and other disadvantaged populations. Putting her knowledge into practice, she provides evidence-based technical assistance to states and local communities to help strengthen their performance outcomes. She holds a doctorate in Social Work from the University of Utah.

Renee Duci is the Training Operations Manager for the Public Child Welfare Training Academy, providing oversight, support, and direction to the training coordination, logistics and support functions of training operations. As part of her role, she acted as co-lead for the Simulation Site Committee that oversaw the development and implementation of the Simulation Site and simulation days as part of Lineworker Core for Riverside and San Bernardino counties.

Cynthia Ebron is the Riverside Site/Simulation Coordinator with the Public Child Welfare Training Academy, which she joined in 2013. Her role is to provide training and simulation initiatives designed to update and refine simulation experiences based on identified needs from County staff and internal team. She is committed to collaborative efforts to enhance and encourage Simulation overall success and is currently pursuing a master's degree at California Baptist University.

Steven Eldred is the Director of Orange County Child Support Services. He has worked in child support for more than 20 years as a staff attorney and administrator. Under his tenure, Orange County Child Support Services has been a leader in the field of community resource support, development of advanced research tools and customer service and pioneered the use of data analytics to support long-term parental success methods. He holds law and master's degrees in Laws of Taxation from Golden Gate University, and a master's in Public Administration.

Megan Elliott directs the provision of In-Home Supportive Services for San Francisco Human Services Agency. She has worked with the Agency for more than 17 years and for IHSS for 14 years. With the assistance of staff, community partners, consumers and providers, she works to bring positive change and quality improvement to the IHSS program. She has served as the co-chair of the CWDA Long Term Care Operations subcommittee. She has a master's of Public Administration from the University of San Francisco.

Danna Fabella is Senior Project Consultant with the Child and Family Policy Institute of California where she has been since 2007. She received her master's from the University of California at Berkeley in 1980. She has worked in the field of public child welfare since 1980 beginning as a social worker and holding positions as supervisor, manager, and director. She spent her last 12 years of public service employment with Contra Costa County where she served as the Child Welfare Director for 11 years and her final year as the Interim Agency Director.

Barbara Facher is the Director of the Healthy Teen Families Program at the Alliance for Children's Rights. She collaborates with the Los Angeles County Department of Children and Family Services and other public and nonprofit agencies to improve and expand services for this population, and co-chairs the Inter-Agency Council on Child Abuse and Neglect Task Force on Pregnant and Parenting Teens. She also focuses on access to health and mental health care for children in foster care. Prior to joining the Alliance for Children's Rights in 2001, she worked as a medical social worker. She previously served as the California Director of Human SERVE, a national voter registration and education organization, focused on expanding voter participation among low-income and minority populations. She has a bachelor's degree in History from the University of California, Berkeley and received a master's degree of Social Work from San Francisco State University.

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 of Social Work with an emphasis on management and planning from University of California, Berkeley and a bachelor's degree in Ethnic Studies from University of California, San Diego.

Donna Fernandez has worked in public child welfare for the Los Angeles County Department of Children and Family Services, including the former Los Angeles County Department of Adoptions for more than 37 years. Her work experiences include adoptions, policy development, community resources, health development/services and substance abuse services. Currently, she serves as the Program Manager of the Department of Children and Family Services Child Welfare Health Services Section, under the Department's Bureau of Clinical Services and Resources. A particular focus of her work is programmatic oversight of services to pregnant and parenting teens and pregnancy prevention efforts.

Karen Fies is the Director for the Sonoma County Human Services Department. Her key responsibilities include management of the 928-member department, budget development, key administrative functions and investigations including welfare fraud and personnel issues. Employed by the Sonoma County Human Services Department since 1986, she was a key developer of Sonoma County's welfare reform efforts and the Sonoma County Youth Ecology Corps. She earned a master's degree of Public Administration from Sonoma State University and a bachelor's degree from the University of California, Davis.

Speaker Biographies

Leslie Fried is the senior director of the Center for Benefits Access at the National Council on Aging, where she works to improve access to Medicare, Medicaid, SNAP and other public benefits for seniors and adults with disabilities of limited means. Prior to joining the Council, she was a senior attorney with the American Bar Association Commission on Law and Aging. She joined the ABA in 1998, as the Medicare Advocacy Project attorney, a collaborative project with the Alzheimer's Association. Before joining the ABA staff, she was in private practice representing clients in elder law and domestic relations matters, and for ten years, she was a public interest attorney for Legal Services for Senior Citizens of Montgomery County, Maryland.

Cathi Grams is the Director and Public Guardian/Public Administrator for the Butte County Department of Employment and Social Services. She earned a bachelor's degree from Chico State University in Social Welfare and a master's degree in Public Administration. She has spent the past 35 years of her career in the field of human services serving the children and families of Butte County. Grams serves on CWDA's Executive Committee, is a co-chair of the Fiscal Committee and is an association past president.

Michele Grant serves as a Policy Manager with the California Department of Social Services providing oversight and the local administration of Stage One CalWORKs child care services. The Child Care Programs Bureau is responsible for developing policies and regulations; analyzing and proposing legislation; and interpreting policies and guiding counties regarding the CalWORKs Stage One child care program. She is a graduate of San Francisco State University and has worked with nonprofit and community based organizations to assist low-income families achieve self-sufficiency.

Rebecca Gudeman is a senior attorney with the National Center for Youth Law in Oakland where she directs the Center's Adolescent Health Law program. She specializes in adolescent reproductive health law and cross agency information sharing. She has provided technical assistance to public and private youth serving agencies looking to develop better information sharing and privacy protocols and to understand the laws that frame adolescent reproductive health access. In 1997, she was named the ABA's Young Lawyer Child Advocate of the Year. In 2016, she received the National Chapter Recognition award from the Society for Adolescent Health and Medicine.

Kathy Harwell is the Director of Stanislaus County's Community Services Agency. She is a native Californian and a 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. Harwell also serves on numerous boards throughout the community and is the CWDA Vice President.

Linda Haugan is the Assistant Executive Officer of Human Services for San Bernardino County. Her responsibilities include overseeing Transitional Assistance, Children and Family Services, Department of Aging, Child Support, Preschool Services, Public Health, Behavioral Health and Veteran's Affairs. Haugan has more than 34 years of experiences in human services, and began her career as an eligibility worker. Since then, she's held various positions within the agency. She received a bachelor's degree in Community Development from Penn State University, and a master's degree in Business Administration from Cal Poly Pomona. She serves on CWDA's Executive Committee, is Co-Chair of the CWDA Fiscal Committee and is an association past president.

Florence Hays is the San Francisco County CalWORKs Welfare-to-Work Section Manager. She has more than 20 years of leadership experience in the Human Services field and has managed individuals and programs in CalWORKs, Workforce Development, Family and Children Services and County Adult Assistance. She brings extensive program management and operations, quality assurance, case management, policy and planning, and project management experience to her current position.

Lamar Henderson is the Program Coordinator for All Dads Matter at Merced County Human Services Agency. He facilitates Boot Camp for New Dads, Men's Group, and Male Engagement Activities. He is a certified trainer for the Adverse Childhood Experiences Overcomers. He co-authored Supporting Youth to Experience the Benefits of Father Involvement: Implications for Child-Serving Professionals, and was invited by California Attorney General Kamala Harris to participate in the CHANGINGMINDS and Creating Trauma-informed Communities Convening. He was a featured panelist for the National Responsible Fatherhood Clearinghouse webinar titled "Understanding Trauma-Informed Programming: A Primer for Responsible Fatherhood Programs".

Jason Holthe is a Senior Policy Analyst with the San Francisco Office of Early Care and Education and has worked with that office and the San Francisco Human Services Agency on Early Care and Education policy and planning since 2005. He received a Bachelor of Arts in Sociology at San Francisco State University and began his career in social welfare working with severely emotionally disturbed children at Saint Vincent's School for Boys, a residential youth treatment home.

Erin Horgan is a Senior Policy Analyst with CWDA where she focuses on Self-Sufficiency programs, including CalFresh, CalWORKs, and subsidized child care programs. Prior to joining CWDA in 2012, she was a research manager in behavioral and environmental epidemiology at the University of California, Davis School of Medicine, and began her career as a social worker for Yolo County's Health and Human Services Agency. She obtained masters' degrees in Public Health and Social Work at Tulane University in New Orleans.

Melinda Iremonger received her master's from the California State University, Sacramento. Her experience includes opening a girls treatment dorm at the Sacramento Children's Receiving Home as a lead residential counselor then as a clinical case manager; serving as a child welfare worker in two rural counties where she carried cases from intake through emancipation and reunification for over six years; serving as a child welfare supervisor in the emergency response unit for three years; and working as a social service consultant with the California Department of Social Services. At the Department, she was a social services consultant with the Child Welfare Program Policy and Program Development Bureau. Since 2012, she has also worked as a field instructor at California State University, Sacramento. Currently, she works for CalSWEC as a Training and Curriculum Specialist working on supervisor training, CSEC, RFA, CCR and developing tools and training to support implementation of new statewide initiatives.

Speaker Biographies

Kim Johnson serves as the Chief of the Child Care and Refugee Programs Branch, Welfare-to-Work Division at the California Department of Social Services. In this capacity she is responsible for the development, implementation, and evaluation of policies and procedures related to the programs administered by the Child Care Programs Bureau and the Refugee Programs Bureau. She has more than 15 years of experience working in various children's programs. Her experience includes Program Manager, California Early Childhood Mentor Program, City College of San Francisco; Director for Programs and Training, Parent Services Project and Director of Child Care and Development Programs, Children's Network of Solano County. She is committed to working in partnership with others to improve the lives of children and families across California and holds a degree in social welfare.

Tom Joseph is Vice President and Managing Partner of Waterman & Associates heading up the firm's health and human services practice and overseeing various aspects of the firm's operations. He is CWDA's federal representative. His lobbying expertise, experience, and knowledge are reflected in an impressive 30-plus year history representing local governments. Joseph served more than 16 years with the National Association of Counties (NACo) and was deputy director of the Legislative Department, overseeing its overall policy process. He also served seven years as one of the chief advocates for Los Angeles County's Washington Office, working closely with the County's 20-member congressional delegation. He holds a master's degree of Public Policy from Duke University and a bachelor of arts degree in Psychology from St. Olaf College in Minnesota.

Diane Kaljian is the Director of the Sonoma County Human Services Department Adult and Aging Division. The division programs include In-Home Supportive Services, Adult Protective Services, Multipurpose Senior Services Program, Linkages, Senior Public Health, Veterans Services, Public Authority, and Public Administrator, Guardian, Conservator and the Area Agency on Aging. She has a bachelor's degree in social work with a gerontology minor from California State University, Fresno, and a master's degree in Social Work with an aging services emphasis from San Diego State University. She is a licensed clinical social worker.

Linda Lau is a registered dietitian with a master's in Public Health Nutrition. She has more than 35 years in the field of nutrition, providing nutrition and health promotion services to diverse groups with different cultures, socioeconomic, age, gender and sexual orientation. For the past six years, she has been member of the San Francisco Food Security Task Force. With more than 32 years at the San Francisco Department of Aging and Adult Services at the Office on the Aging, she works with staff and community partners to plan and implemented a number of innovative nutrition program models to address food insecurity issues, including Home-delivered groceries for IHSS clients.

Amy Lemley is the Executive Director of the John Burton Foundation, a nonprofit organization founded by former President Pro Tempore of the California state Senate John Burton in 2004. The Foundation is dedicated to improving the quality of life for California's homeless children and developing policy solutions to prevent homelessness. The main priorities of the John Burton Foundation are safe, affordable housing, improved access to post-secondary education and reproductive health for current and former foster youth in California.

Ruthie Liberman is the Vice President for Public Policy at Economic Mobility Pathways whose mission is to help people move out of poverty and to provide the tools for other organizations to systematically do the same. She holds a bachelor's degree from Pomona College and a master's degree from the Kennedy School of Government at Harvard University. With 25 years of experience in nonprofit strategy, policy and program management she previously worked in hospital and community health settings and as a Senate Fellow in the California Legislature and the Public Policy Director for Planned Parenthood Los Angeles.

Will Lightbourne has been Director of the California Department of Social Services since 2011. Having served as the director of three county social services agencies as well as being a member of numerous commissions, councils, boards and nonprofits, over the past four decades, he has been deeply involved in a wide range of social welfare issues in California.

Stacey Lindberg has been the Program Manager for County of Orange Adult Protective Services for the last six years. She received her master's in Social Work from California State University, Long Beach. She has worked for the Orange County Social Services Agency for 19 years in a variety of departments including Children and Family Services and Human Resources. Lindberg co-chairs Orange County's Financial Abuse Specialist Team and is also the chair of the Southern Regional CWDA Adult Services group. She has presented at the following conferences: CWDA Annual Conference, Prevent Child Abuse Conference, California Narcotic Officers Association and Department of Justice/WSIN Commander Seminar.

C.L. Lopez is the President of California Association of Public Information Officials and has been San Bernardino County's Human Services Communications Officer since 2012, working with departments and programs including Children and Family Services, Animal Care and Control and the Department of Public Health. She had crisis communication training from the California Specialized Training Institute and is a graduate of CAPIO's J. Lindsey Wolf PIO Institute. She began working for the County in 2008 following a journalism career. She has bachelor's and master's degrees in Public Relations from California Baptist University. Her thesis was titled "SB CountyStrong: Media Relations in the Aftermath of a Terrorist Attack."

Tony Lugo is the Welfare-to-Work Services Director that oversees and directs a cluster of federal, state, and local programs for the City and County of San Francisco under the Human Services Agency. His oversight includes CalWORKs, Single Adults-Personal Assisted Employment Services, CalFresh Employment and Training Program, and a multitude of workforce development programs. He has more than 20 years of executive level experience leading a variety of successful workforce and benefit programs.

Cynthia Malvin is a Media Specialist with San Bernardino County. She obtained her bachelor's degree in Communications from the California State University, Fullerton. She currently assists the Human Services Communications Officer with the management of all aspects of crisis communications, public relations and marketing strategies for nine human services departments including Children and Family Services and the Department of Public Health. The Human Services Communications Team has received more than 14 awards and recognitions from the California Association of Public Information Officials, the Public Relations Society of America, NACo and other local, state and national organizations for their work in the field of communications.

Speaker Biographies

Robert Manchia is the Chief Financial Officer for the San Mateo County Human Services Agency. He started his career with the Agency in 1996 overseeing the Vocational Rehabilitation Services Division where he expanded the existing business model to further assist clients in securing employment. In 2004, Robert was selected as the Budget and Revenue Enhancement Manager and in August 2012 he assumed the role of Deputy Director of Finance. Blending his private and public sector experience with his intimate knowledge of both program and finance arenas, he has developed methods of braiding and leveraging funds to maximize revenue for the Agency. He has experience leading collaborative efforts with the Board of Supervisors, other government agencies and staff organizations. He is the Chair of the Financial Analysis and Data Systems Subcommittee and is a Certified County Senior Executive through the CSAC, where he also serves as an instructor.

Diana Markley has spent nearly 20 years in the nonprofit sector including more than three years at the San Francisco-Marin Food Bank where she serves as a Director of Programs. Among other roles, she leads the Food Bank's growing Home-Delivered Grocery collaboration with San Francisco's Department of Aging and Adult Services. She also supervises staff that work directly with hundreds of food bank partner agencies. She formerly managed aspects of United Way's 211 Information and Referral program. She earned her bachelor's degree in Social Work from The Ohio State University.

Shireen McSpadden is the executive director of the San Francisco Department of Aging and Adult Services. She has more than 25 years of experience providing services to people with disabilities and older adults. She has served on the boards of a variety of community, statewide and national organizations; she is a board member of the California Association of Area Agencies on Aging and is an alternate board member, representing California, for the National Association of Area Agencies on Aging. She earned her master's degree in Nonprofit Administration from the University of San Francisco.

Frank Mecca has served as Executive Director for 25 years, during which he has helped establish CWDA as a leading advocacy and policy organization in the field of public human services. Under his leadership, the association has been instrumental in the development of significant human services programs and policies, including helping shape the CalWORKs program, creating the Adult Protective Services program, and advocating for significant child welfare reform efforts such as extending foster care support to youth after age 18. He is a board member of the California Budget & Policy Center and a member of the California Child Welfare Council. He holds a master's degree in Public Affairs with a concentration in social welfare policy from the Lyndon B. Johnson School of Public Affairs at the University of Texas, Austin. He earned his undergraduate degree in Government and Economics from Franklin and Marshall College in Lancaster, Pennsylvania.

René Mollow has been with the California Department of Health Care Services since 1995, working primarily with the Medi-Cal health care program. She is the Deputy Director for Health Care Benefits and Eligibility. Mollow is serving a three-year term as a member of the National Association of State Health Policy, Health Care Access and Financing Steering Committee, which provides the organization with direction on issues related to providing health insurance coverage as well as financing, organization, and regulation for the health care system. She earned her master's degree in Nursing Education and bachelor's degree in Nursing from California State University, Bakersfield, and is a certified Public Health Nurse.

Randy Morris is the Assistant 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 IHSS and APS programs, as well as the Public Administrator/Guardian/Conservator programs, Veteran's Service Office, and Area Agency on Aging.

Jaime Muñoz is a manager with the Orange County Social Services Agency. His varied training and experience includes undergraduate studies in psychology at University of California, Irvine, graduate studies in social welfare at University of California, Los Angeles, and 25 years of innovative public child welfare services. He has dedicated the last three years to developing policy and practice, and a network of community-based services to support improved outcomes for transitional age youth in foster care. Included in this has been focused work over the last two years on supporting the healthy sexual development of youth and young adults in foster care.

Lyric Nash is a Human Services Administrator II in the Los Angeles County Department of Public Social Services' General Relief and CalFresh Program Division. She currently manages three of the Los Angeles County Homeless Initiative Strategies for which the Department is the lead, co-lead, or heavily involved in. Her 28-year career in public service stretches over two Southern California counties, starting as an eligibility worker, and has included management assignments in several aid programs, information technology and General Relief Program administration. She received her bachelor's degree in Business Administration from DeVry University.

Jill Nielsen is the Program Director for the City and County of San Francisco's Adult Protective Services 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.

David O'Meara is an Administrative Manager with the Orange County Social Services Agency. He is the Program and Policy Analyst responsible for Child Care Supportive Services to participants in the county's Welfare-to-Work program. He has been employed in the Family Self-Sufficiency Division for 26 years, has been a management analyst for the last 20 years, and is well versed in all aspects of the county's employment services program. In addition to his career in the public sector, he has 14 years of private industry experience in sales, marketing and management. He holds a Bachelor of Arts degree in Psychology from California State University, Fullerton, and a certificate in Organizational Leadership from California State University, Long Beach.

Stuart Oppenheim is the Executive Director of the Child and Family Policy Institute of California. After 32 years in public human services, including 15 years as the Child Welfare Director in San Mateo County, he retired in 2004 to found CFPIC, where he currently oversees research, training, education and technical assistance activities that are helping to improve the delivery of human services programs throughout California.

Speaker Biographies

Alicia Oropeza is a Human Services Administrator I with Los Angeles County Department of Public Social Services. She has been with the Transitional Subsidized Employment program for 10 years in various capacities. Under the Emergency Contingency Fund in 2009, she was part of the team that placed more than 11,000 participants in subsidized employment in Los Angeles County. She is a policy analyst, implementing Enhanced TSE for Homeless CalWORKs Participants. She holds a bachelor's degree in Liberal Studies with concentration in English/Spanish and a Minor in Chicano/Latino Studies. She also earned a master's degree in Public Administration.

LaDonna Pavetti is the Vice President for Family Income Support Policy at the Center on Budget and Policy Priorities. In this capacity, she oversees the Center's work analyzing poverty trends and assessing the nation's income support programs, including the Temporary Assistance for Needy Families program. Before joining the Center in 2009, she spent 12 years as a researcher at Mathematica Policy Research, Inc., where she directed numerous research projects examining various aspects of TANF implementation and strategies to address the needs of the hard-to-employ. She has also served as a researcher at the Urban Institute, a consultant to the U.S. Department of Health and Human Services on welfare reform issues, and a policy analyst for the District of Columbia's Commission on Social Services. She has a master's degree in Social Work from the University of Chicago and a doctorate in Public Policy from Harvard University's Kennedy School of Government.

Chelsea Payne earned her master's in Social Work in 2014 from San Diego State University and has since worked at the Academy for Professional Excellence as the Research and Development Specialist, and as one of the co-leads of the Simulation Site Committee for the Public Child Welfare Training Academy. From the Simulation Site's conception, she has led the research and coordination of the simulation program and has met with several external groups to research simulations and to share the Academy's work with those interested in expanding into this modality.

Scott Pettygrove is the Director of the Merced County Human Services Agency. He has worked 37 years in the Stanislaus and Merced counties social services agencies and has had involvement in a wide array of social services programs. In 2000, he helped start Merced County's Fatherhood program and has remained an active supporter of the All Dads Matter and All Moms Matter programs in Merced County, including promoting it by hosting federal officials and researchers who have come visited to learn more about these programs.

Anna Pineda is the CalWORKs Program Manager in San Francisco and oversees both the Eligibility and Welfare-to-Work Programs. She has more than 20 years of experience in administering various self-sufficiency programs, such as CalFresh, Medi-Cal, and CalWORKs. Her background and experience includes program operations, personnel and labor relations, systems and automation, quality assurance and quality control, fiscal and contracts, policy and planning, and project management.

Nanci Powers is the Child Care/Welfare-to-Work Policy Program Analyst for Contra Costa County Employment and Human Services Department. She studied Social Work at California Baptist University. She has worked within Social Services for 24 years working in Child Care, Welfare-to-Work, CalWORKs and CalFresh. She is proud to work in social services, especially working with families engaged in Child Care and Welfare-to-Work because of all the great opportunities available to make a great impact in the lives of California's children and families. She also works within her community at a variety of organizations serving homeless and low-income families and children.

Ana Rasquiza is a Planner/Evaluator for Marin County's Health and Human Services Employment and Training Branch and serves as Vice Chair of the Marin County Child Care Commission. Before working in Marin County, she worked as an analyst with the City of Berkeley, an analyst in San Francisco's Human Services Agency and as Policy Associate at Early Edge California, an early-learning advocacy organization where she developed legislation to improve California's child care licensing system. She holds a master's degree in Public Policy from University of California, Berkeley's Goldman School of Public Policy and a bachelor's degree in Legal Studies from University of California, Santa Cruz.

Trent Rhorer has served as Executive Director of the Human Services Agency of San Francisco since 2000, when he was appointed by former Mayor Willie Brown. Prior to this appointment, Rhorer served as the executive director's chief of staff and was the chief policy analyst for the department, where he has worked since 1996. For four years, Rhorer served as former Mayor Gavin Newsom's point person on homelessness as well as chair of the Mayor's Interagency Homeless Cabinet. Prior to joining the Human Services Agency, Rhorer led community and program planning for San Francisco's non-profit Community Action Agency and also worked as a consultant to public housing agencies. He has a bachelor's degree in Political Science from University of California, Los Angeles, and a master's degree in Public Policy from the Kennedy School of Government at Harvard University. Rhorer is the CWDA President.

Jennifer Rodriguez is the Executive Director of the Youth Law Center. As a former foster youth, Rodriguez has spent most of her life advocating for changes in systems and has become recognized for her dedication to ensuring systems are responsive to the children and youth they serve. Her advocacy has resulted in significant state and national policy, practice and culture changes around working with transition aged youth. Previously, she served for seven years at the California Youth Connection, leading efforts resulting in major California legislative accomplishments for transition-aged foster youth. She received her law degree from University of California, Davis in 2004.

Nancy Satterwhite is a County Consultant Manager with the Academy for Professional Excellence. Her experience includes working in various positions for Riverside County Children's Services, in nonprofit agencies, and in private practice as a Licensed Clinical Social Worker.

Mark Sellers received his Bachelor of Arts in Philosophy and master's degree in Marriage, Family and Child Counseling from the University of San Diego. He has been a licensed Marriage and Family Therapist since 1993. From 1994 to 2005, he worked in Child Protective Services in San Diego County before moving to Riverside County. In 2005, he transitioned to Adult Services in Riverside County, overseeing APS and IHSS. In 2013, he became Deputy Director for the County of San Diego, Health and Human Services Agency, Aging and Independence Services, and is presently their Assistant Director.

Cathy Senderling-McDonald is the Deputy Executive Director for CWDA. 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, D.C. representative. She has worked extensively in the area of health policy throughout her tenure at CWDA. Prior to joining CWDA in 2000, 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 received her bachelor's degree in Journalism from the University of Missouri-Columbia and a Master of Science in Public Policy and Management from the Heinz College of Public Policy and Management at Carnegie Mellon University in Pittsburgh, Pennsylvania.

Speaker Biographies

Anzette Shackelford is the Training Development Manager and a county consultant for the Academy for Professional Excellence, Public Child Welfare Training Academy. In her role, she provides trainer and workforce development oversight for the Academy and for the counties served. Additionally, she manages a variety of projects including developing and delivering Training for Trainers and Human Trafficking/CSEC training, including working with other agencies to bring awareness of this issue to the community. As a social worker with San Diego County, she worked in various child welfare programs including adoptions, youth focused programs, recruitment, and front end investigations.

Jigna Shah is Chief of the California Department of Social Services Child Care Programs Bureau. She joined the Department in 2016 and previously worked for the California Department of Health Care Services. She has worked in the field of early childhood education and child care policy for over a decade, working with Resource and Referral Programs, Local Child Care Planning Councils, and other nonprofits working towards the well-being of children in California. She has her degree in Business Economics with a minor in Child Development.

Andrew Stewart serves as the Staff Development Program Manager for the Santa Cruz County Human Services Department. His primary responsibilities are to manage and direct a unit of nine skilled training staff to support social service program training and professional development for more than 500 human services employees. He serves as Chair for the BASSC Bay Area Human Resources Committee - a collaborative forum for county human resource and staff development professionals in the Bay Area to share information, generate solutions, and identify promising practices in social services deliver. He graduated in 2015 from University of California, Berkeley, Bay Area Social Services Consortium Executive Development Program.

Lisa Tadlock has worked at the Public Health Institute Center for Wellness and Nutrition for five years and has more than 15 years of experience in the social services and public health sectors. Prior to joining PHI, she began her career as an eligibility worker and analyst for county social services. She then moved to University of California, Davis Center for Human Services, where she oversaw the implementation of more than 300 continuing education courses per year for the 20 small social services counties. Upon joining PHI, Tadlock worked on developing best practices for the California Department of Public Health and currently works on statewide efforts related to healthy food access for vulnerable populations.

Amber Twitchell has been in the youth development field for more than 15 years. She serves as the Director of VOICES, a youth-developed, youth-led community center that provides services to former and current foster youth, probation and homeless youth in Northern California. Her staff consists of 22 youth between the ages of 16-22 all of whom have direct experience in various systems of care. She received her graduate degree from California State University, Sacramento, in the field of Public Policy and Administration. She uses these skills to develop and lead youth-engagement processes designed at creating systemic policy change within local government structures.

Kimiko Vang is the Deputy Director of Employment Services at Merced County Human Services Agency. In addition to Welfare-to-Work programs, she oversees the All Dads Matter and All Moms Matter programs. Her professional background is in Child Welfare and she has done extensive community-based work with the Hmong community in Merced. She is a Licensed Clinical Social Worker who has worked with children and adults with a history of trauma. She also provides clinical supervision for Associate Clinical Workers towards licensure.

Susan von Zabern is Director of the Riverside County Department of Public Social Services. She has served in various capacities in the County Executive Office including legislative and intergovernmental affairs, interim director of the Edward-Dean Museum, budget and policy analyst for the library, registrar of voters and health and social service departments. Von Zabern has a bachelor's degree in political science and administrative studies from the University of California, Riverside. She is on a co-chair of the CWDA Self-Sufficiency Committee and an association past president.

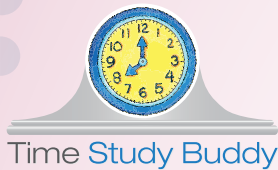
Juliet Webb is the Director of Human Services for Tulare County Health and Human Services Agency. Prior to this appointment, she served as Tulare County's Deputy Director and Division Manager for Child Welfare Services for six years. During Webb's tenure, Tulare County Child Welfare Services has partnered on several occasions with the Chadwick Center for Children and Families at Rady Children's Hospital for the purpose of exploring, expanding and sustaining trauma-informed, evidence-based practices in Tulare County. Webb holds a bachelor's degree in Communication and will receive her master's in Public Administration from Arkansas State University in December. She is the co-chair of the CWDA Adult Services Committee.

Kelly Woodard is Director of the Madera County Department of Social Services. She was born and raised in the California Central San Joaquin Valley. She received a bachelor's degree in Criminology and a master's degree in Social Work. Her professional experiences include public guardian/public administrator/conservator for Madera County; social worker in Child Welfare; administrative analyst working with emerging refugee populations; administrator over Child Welfare; and various roles in CalWORKs, Cal Learn, and Adult Protective Services programs. She teaches at California State University, Fresno in the health and social work department. Woodard is an active member of CWDA, serving this year as Vice President of Services.

Elizabeth Wroughton recently graduated with her master's degree in Social Work from University of Michigan with a concentration in Social Policy and Evaluation. In her field work at Vivian A. and James L. Curtis School of Social Work Research and Training Center, she provided evaluation services for a number of organizations, including the Alzheimer's Association, the National Council for Behavioral Health and the Association of Oncology Social Workers. She also has a background in refugee resettlement and community organizing. Wroughton joined CalSWEC in 2016 and provides evaluation services to both the Title IV-E Stipend Team and the In-Service Training (Common Core and Supervisor Core) Team, and is assisting on research projects that cross-cut these teams.

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- Benush Venugopal, Principal, 916-288-3214, bvenugopal@deloitte.com

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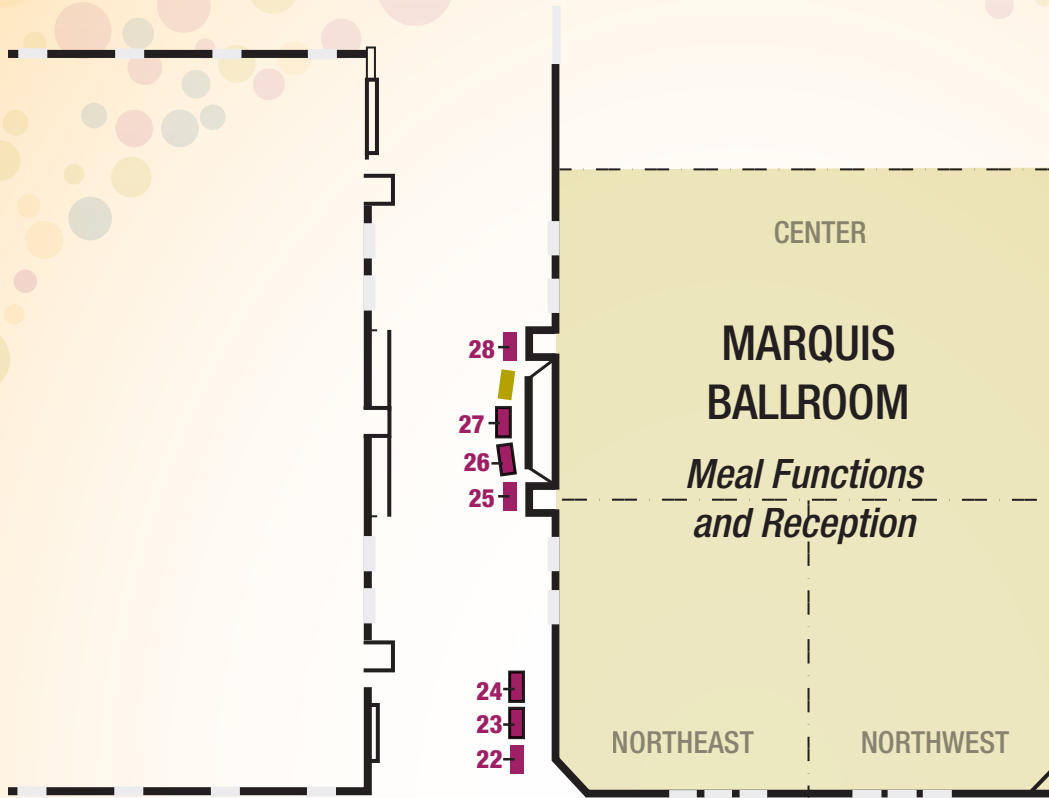
Health and human services agencies are tasked with protecting the well-being of citizens, adapting to a constantly changing regulatory environment and coordinating efforts across multiple stakeholders and systems. CGI provides the experience, vision and technology for modernizing and integrating operations to better serve the public’s needs. In child welfare, we are committed to helping clients build innovative systems that support, inform and improve services delivery and results, including: more time spent with children and families—less on paperwork, quicker intakes, accelerated service delivery, better allocation of resources, improved reporting accuracy, enhanced accountability for staff and providers and up-to-date list of available services. More than 35,000 users depend on CGI-implemented child welfare systems every day. We take an active approach to listening to our clients to fully understand their needs and requirements. That is why we consider the approval of caseworkers to be the most important recognition we receive. Founded in 1976, CGI is a global IT and business process services provider delivering high-quality business consulting, systems integration and managed services. With 68,000 professionals in 40 countries, CGI has an industry-leading track record of delivering 95% of projects on time and within budget, aligning our teams with clients’ business strategies to achieve top-to-bottom line results.

Facility Map/Sponsor Exhibitor Booths

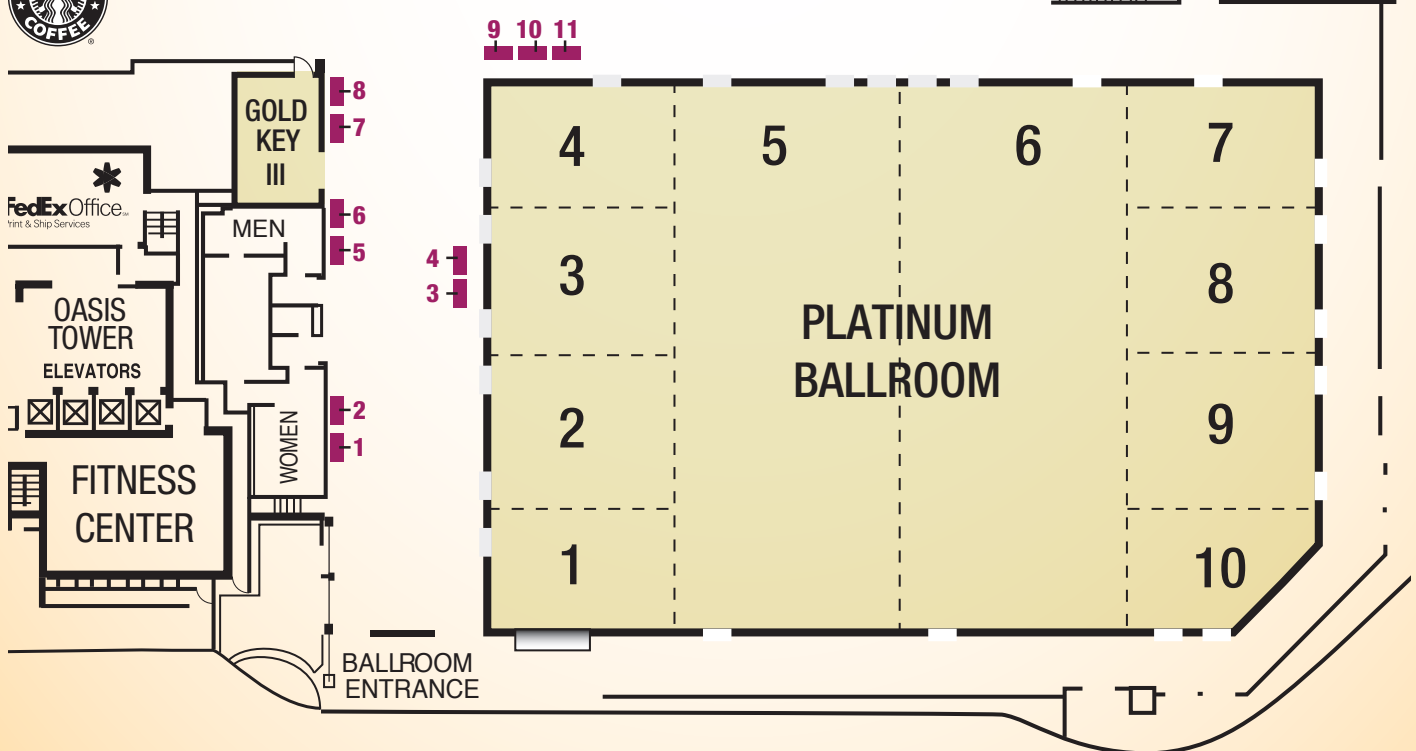
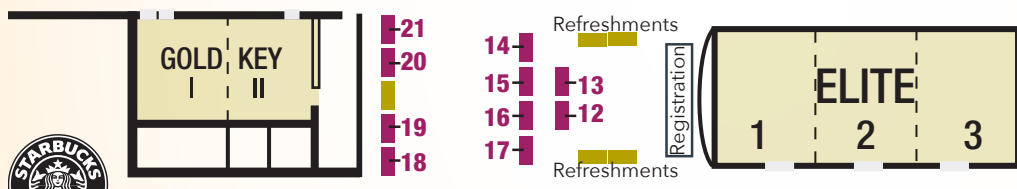


Sponsor Exhibitor Booths

1	General Dynamics Health Solutions
2	First Data
3	SolutionsWest
4	Equifax
5-6	Deloitte
7-8	Time Study Buddy
9-10	Accenture
11	InTelegy Corporation
12	MHS, Inc
13	Exemplar Human Services
14-15	IBM
16-17	Unisys
18-19	Hewlett Packard Enterprise
20-21	Northwoods
22	CGI
23	Social Solutions
24	Center for Human Services, UC Davis
25	PCG Human Services
26	Case Commons
27	Customer Service Advantage, Inc.
28	Kofax by Lexmark



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