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EDUCATION

Pepperdine University: January 1997-April 2000 Malibu, CA
Master of Arts: Clinical Psychology
Emphasis in Marriage and Family Therapy

California State University, Northridge: January 1994- December 1996 Northridge, CA
Bachelor of Arts: Psychology

CERTIFICATIONS:

12/2016 Certificate of completion: CPM/CFT Coach Developer
01/2016 Certificate of completion: CPM/CFT Coach
03/2015 Certificate of completion: CPM/CFT Facilitator

SPECIALIZED TRAININGS AND CERTIFICATIONS: (T4T - Trainer for Trainers)

09/2017 LGBTQ+ RISE (working with the LGBTQ+ community in foster care)
08/2017 Strengths, Needs Service Crafting (Underlying Needs of children and parents)
02/2017 Motivational Interviewing (how to make effective change)

OTHER TRAINING

Central Los Angeles Sexual Abuse Unit: Department of Children and Family Services
Internship: Individual and latency group therapist
09/2001 to 09/2002

Infant Mental Health Specialist (0-3 years of age): Department of Mental Health
Certificate of completion: Infant Mental Health Specialist: 88 hours of qualified training at The Early Childhood Center Foundation in Affiliation with Department of Psychiatry and Mental Health at Cedars-Sinai Medical Center
10/2002 to 5/2003 (6-months training)

Domestic Violence: Department of Children and Family Services
06/12/2012 and 06/28/2012 (2-day departmental expert training)

Trauma Informed Practice: California Center of Excellence for Trauma Informed Care
10/23/2017

WORK EXPERIENCE

12/01/2019 to Present
County of Los Angeles, Department of Children and Family Services

Children Services Administrator I, Continuous Quality Improvement Division Specialist (CQI)

In addition to countywide assignment, I am currently assigned to the West San Fernando Valley Office.

Analyze and review findings and identify recommendations for systemic improvement; working with regional leadership in supporting best practices and strategies to attain identified goals; attending regional and departmental meetings representing the CQI Division; partnering with other stakeholders and county departments such as Department of Mental Health and Probation to lead continuous quality improvement work; Facilitating practice sessions and discussions with regional leadership and other staff using coaching and reflective skills, conducting presentations in person and/or virtual; preparing documents to highlight quality improvement efforts, successes and areas of opportunities; and teaming with other programs such as RMD, CPM Coach Developers and Data Champions at the regional level.

10/12/2016 to 11/30/2019

County of Los Angeles, Department of Children and Family Services

Children Services Administrator I, Countywide Coach Developer, Core Practice Model (CPM)

In addition to countywide assignment, I was assigned to the Santa Clarita and West San Fernando Valley Offices. Additionally, I was also assigned to the Lancaster and Palmdale office to provide support from 12/2016 to 03/2018.

Support, coach and develop staff at all levels (including leadership) to deepen their understanding and daily practice of the Core Practice Model (CPM) and the 23 Practice Behaviors; Provide coaching and training through the facilitator certification process for all levels staff as well as Coach and Coach developer certification of SCSWs; Provide countywide training of CPM to all levels of staff to strengthen their skills, confidence and abilities in order to fully practice the model; Develop curriculum / coaching lessons to promote a deeper level of understanding of trauma, underlying needs, permanency, cultural humility, engagement and teaming, Quality Service Review (QSR) and other valued models of social work practice; Partner with office leadership to use data analysis as a way to identify office strengths and needs in order to strategize and implement coaching sessions to address those practice needs; Support leadership to translate, model and practice behaviors associated with the CPM 23 Practice Behaviors in all interactions with staff and each other.

07/01/2015 to 10/11/16

County of Los Angeles, Department of Children and Family Services

Supervising Children Social Worker: Voluntary Family Maintenance

Oversee and provide training and supervision to a unit of children social workers by planning, directing, scheduling and coordinating their work load activities and to ensure quality social service is provided to the children & families served by the department; Review and proofread case plans; Ensure other compliance reports and documentation is followed in accordance with department policies, procedures and regulation of California / Federal law; Conducting investigations and studies of unusual, special or complicated cases such as child injury/death; Evaluate work performances of social workers under my supervisor and ensure that disciplinary actions are administered appropriately and fairly.

10/01/2009 to 06/30/2015

County of Los Angeles, Department of Children and Family Services

Training Supervising Children Social Worker: Emergency Response Training Unit

Oversee and provide training and supervision to a unit of children social workers in the Emergency Response section; Coordinating their work load activities and ensure quality social service is provided to the children & families served by the department; Review referrals, proof read and review of court reports and other related compliance reports to ensure documentation is followed in accordance with department policies, procedures and regulation of California / Federal law; Perform a variety of investigative related duties including teaching techniques in interviewing victims and perpetrators, reviewing referral dispositions / contacts and court reports, testifying and appearing at court, interpreting minute orders, providing case conferences and guidance to CSWs on an ongoing basis and teaching CSWs about appropriate and client specific services; Conducting productive investigations; Evaluate work performances of social workers under my supervisor and ensure that disciplinary actions are administered appropriately and fairly.

08/2005 to 09/30/09

County of Los Angeles, Department of Children and Family Services

Training Supervising Children Social Worker: Continuing Services Training unit

Oversee and provide training and supervision to a unit of children social workers by planning, directing, scheduling and coordinating their work load activities and to ensure quality social service is provided to the children & families served by the department; Review and proofread court reports (including Petitions, Detention, PRC and other Jurisdictional report); Ensured other compliance reports and documentation is followed in accordance with department policies, procedures and regulation of California / Federal law; Perform a variety of court related duties including writing and reviewing court reports, testifying and appearing at court, interpreting minute orders and providing referral/guidance to CSW's as to appropriate services; Conducting investigations and studies of unusual, special or complicated cases such as child injury/death; Evaluate work performances of social workers under my supervisor and ensure that disciplinary actions are administered appropriately and fairly.

12/2007 to 07/2009

County of Los Angeles, Department of Children and Family Services

Supervising Children Social Worker: Drug Dependency Court Program (family substance abuse treatment protocol / DDC), specialized program only offered to 4 DCFS offices.

This unique program is a collaborative process whereby all team members are actively involved in all aspects of the program. The targeted population is parents with primarily having a substance abuse / dependence problem who have an open court DCFS case involvement. Compliance with full federal, state and departmental policies and procedures still apply to ensure child safety and concurrent plan while working at a more intense level to service the family / parent(s).

Supervise the assigned CSW to this program to ensure compliance with full federal, state and departmental policies and procedures still apply to ensure child safety and concurrent plan while working at a more intense level to service the family / parent(s); Conference cases with service provider and CSW to address clinical as well as case issues and family's progress; Consult and attend Team Decision Making meetings to screen the family for possible acceptance in to the program in a collaborative effort with ER SCSW and CSWs; Train office staff at all levels about this program; Coordinate and present the program along with the designated agency's staff to further promote the services at the general staff meetings; Review court reports and other compliance reports related to this program to ensure documentation is followed in accordance w/department policies, procedures and regulation of California / Federal law; Participate in ongoing meetings to help with further development of this program with Dependency Court and DCFS program administrators.

06/1999 to 08/2005

County of Los Angeles, Department of Children and Family Services

Children Social Worker Trainee, I, II and III

Divisions: 06/1999 to 05/2004 Treatment Social Worker
 05/2004 to 08/2006 Emergency Response Social Worker

Providing critical protective services and case management in cases of child abuse and neglect, Crisis intervention, risk assessment, court report writing, reading and evaluating mental health/ Psychiatric and education reports, knowledge of department policies, knowledge of State and Federal laws, regulations and court procedures, resolving child and family problems.

ADDITIONAL RESPONSIBILITIES

11/2015 to 10/2016

Lead Trainer: Core inter-office training for new CSWs / Van Nuys Office

Appointed to this additional responsibility by Regional Administrator Adrienne Olson to develop and implement a training module for all new CSWs starting at the Van Nuys Office since the office has been selected as one of the Immersion Offices in DCFS. I designed a structured 8-weeks in-house training module to assist new CSWs receive practical information and training related directly to the day-to-day practice of social work and Core Practice Model. Additionally, it will allow for assessment of a CSWs performance, early implementation of intervention and support strategy if necessary and/or to take disciplinary actions if deemed appropriate. There are 9 SCSWs who conduct the trainings and co-train along with me as the lead trainer of the group.

01/2006 to 10/2016

Regional Center Liaison / Metro North and Van Nuys Office

Appointed to this additional responsibility by ARA Mike Walker / Responsible to ensure routine and annual training is implemented for SCSW and CSWs in the treatment and emergency response section; Meet with individual CSWs and/or SCSWs on specific case issues and give guidance on the case needs; Trouble shoot and communicate between DCFS and Regional Center staff regarding cases, services, treatment planning and implementation. Initially, I assisted with a team of experts from all Los Angeles County Departments in developing the existing MOU with all the Regional Center locations within the Los Angeles County parameters that remains in practice to date.

09/ 2011 to 12/2014

Representative of the SPA / Van Nuys office

Systems Improvement Planning Committee (SIP)

Appointed to this additional responsibility by Acting RA Octavia Johnson as a member of this workgroup that is charged with the development and tracking of key department strategies related to performance of federal child welfare outcome areas. Effort are in multiple bureaus, therefore my work includes regional and support staff discussion. I also act as a liaison to communicate workgroup efforts to the field.

02/2010 to 5/2012

Gang Reduction and Youth Development: (GRYD)

Office of Mayor Antonio Villaraigosa

Appointed to this additional responsibility by ARA Javier Oliva / I was the DCFS representative in a Multi-Disciplinary Team. This team reviewed cases that were under joint Probation and Community Agencies. I acted as consultant of child abuse/neglect; gave information regarding resources and if necessary to report child abuse and neglect; developed and tracked the referrals made to DCFS and connected with the ER SCSW / CSW to better strategies servicing the families. I stopped attending as funding for this program ended and Mayor Villaraigosa was unable to find additional source of funding.

LANGUAGES:

Fluent in Farsi

PROGRAMS:

Excel, PowerPoint