### NAME

**Keynote**

**Kurt Kraiger, Ph.D.**  
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### BIO

Kurt Kraiger is a Professor of Psychology and Co-Director of the Center for Organizational Excellence at Colorado State University. With a background in Industrial/Organizational Psychology, he is a noted expert on training and training evaluation. Dr. Kraiger has co-edited two books on training and published or presented over 120 academic papers, most on topics related to training and performance appraisal.
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| **Jane Berdie, M.S.W.**  
Child Welfare Consultant  
435 South Gaylord Street  
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303-733-9532  
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jberdie@msn.com | Jane Berdie currently provides strategic planning and technical assistance to the CalSWEC Statewide Training Evaluation Project/ Macro Evaluation Team, as well as to several training evaluation projects for Pennsylvania’s Child Welfare Core Training and for independent living training in Colorado and North Carolina that involve embedded evaluation of knowledge and/or skills. |
| **Susan Brooks, M.S.W.**  
Director  
Northern California Training Academy  
UC Davis Extension  
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530-757-8643  
530-752-6910  
sbrooks@unexmail.ucdavis.edu | Susan Brooks has nearly 20 years of experience in social services, with expertise in substance abuse, collaboration, team-building, and supervision. For seven years, Ms. Brooks supervised the multi-disciplinary team for children's services in San Mateo County. She was also the founder and Executive Director of the San Mateo Perinatal Council, a nonprofit community collaborative. |
| **Soledad Caldera-Gammage, M.S.W.**  
Evaluation & Curriculum Specialist  
Central California Child Welfare Training Academy  
112 Ron Court  
Vallejo, CA 94591  
707-647-1655 (phone & fax)  
scaldera@csufresno.edu | As the Curriculum, Program, and Evaluation Specialist for the Central California Training Academy at California State University, Fresno, Soledad Caldera-Gammage is responsible for the coordination and oversight of curriculum development. Her duties include the coordination of the training and mentoring evaluation projects at the Central Academy. Ms. Caldera-Gammage is also responsible for the recruitment, development, and evaluation of all Academy trainers. Additionally, she is a Trainer and Curriculum Developer in child welfare for the Specialized Foster Parent Training Project at CSU, Fresno. |
| **Sherrill Clark, Ph.D., LCSW**  
Research Specialist  
CalSWEC  
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6701 San Pablo Avenue, Suite 420  
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510-642-4480  
510-642-8573  
sjclark@berkeley.edu | Sherrill Clark, formerly Curriculum Specialist and Executive Director at CalSWEC, has taught policy, practice, and research methods to first- and second-year master’s students in the School of Social Welfare at the University of California, Berkeley. Her primary research areas include workforce preparation and retention of specially educated MSW child welfare workers and child welfare education. From 1998–2001, Dr. Clark was the Project Coordinator for the Child Welfare Fellows Project, a grant to enhance applied child welfare research and curriculum development awarded by the Children’s Bureau. Dr. Clark was a member of the California Department of Social Services Stakeholders’ Group for three years participating on the workforce preparation/support, fairness and equity, and the early intervention and differential response groups. She recently completed the 2004 California Public Child Welfare Workforce Study. |
|---|---|
| **James A. Coloma, M.S.W.**  
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Academy for Professional Excellence  
6505 Alvarado Rd., Suite 107  
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jcoloma@projects.sdsu.edu | James A. Coloma is the Evaluation Specialist of each of the seven programs which the Public Child Welfare Training Academy administers. One of the seven programs is the Leaders in Action for Executive Participants program using web-based surveys. |
| **Dale Curry, Ph.D., LSW**  
Assistant Professor  
Kent State University  
School of Family & Consumer Studies  
Nixson Hall  
POB 5190  
Kent, OH 44242-0001  
330-672-2998 | Dale Curry coordinates evaluation for a trainer development certificate program in collaboration with the Northeast Ohio Regional Training Center. He is the Principal Investigator for two statewide training evaluation projects in Ohio, and served as the consultant to the American Humane Association on its |
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<td>comprehensive evaluation of the Pennsylvania Competency-Based Child Welfare Training and Certification Program. Dr. Curry co-chairs both the National Staff Development and Training Association’s Evaluation Committee and the Assessment Committee of the North American Certification Project for child and youth workers.</td>
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<td>Midge Delavan, Ph.D.</td>
<td>Training Coordinator</td>
<td>Midge Delavan, an instructional psychologist, is the Training Coordinator of the Training Team at Utah’s Division of Child &amp; Family Services, which is planning an evaluation system that includes mentoring as an evaluation medium.</td>
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<td>Utah Division of Child &amp; Family Services</td>
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<tr>
<td>Diane DeMark, LHRM</td>
<td>Senior Vice President, Administration</td>
<td>Diane DeMark is responsible for the oversight of the human resources, information systems, training and curricula, and the development of research-based best-practice models within the Children’s Home Society of Florida. She is also responsible for coordinating the development of strategies to respond to community child welfare privatization initiatives throughout Florida.</td>
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<td>Children’s Home Society of Florida</td>
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<td>James C. DeMark, M. Ed.</td>
<td>Vice President, Quality Management</td>
<td>James C. DeMark is responsible for the overall administration of Children’s Home Society of Florida’s quality improvement system. He supervises a staff of three Quality Directors, a Corporate Director of Accreditation, and a Compliance Coordinator, and manages a department of 22 staff with a budget of over $1.8 million. Mr. DeMark also serves as the agency’s HIPAA privacy officer.</td>
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| **Christy Derrick, M.P.H.**  
Research Associate  
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803-777-8494  
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cderrick@sc.edu | Christy Derrick manages the evaluation of child welfare training projects, including the evaluation of child welfare “basic training” for new workers. She is currently assisting in the development of and conducting the evaluation for a supervisory training series for child welfare supervisors. Ms. Derrick also manages several smaller evaluations of child welfare training and conducts training needs assessments. |
| --- | --- |
| **Alan J. Dettlaff, Ph.D., LMSW**  
Assistant Professor  
Texas Christian University  
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817-257-7177  
817-257-5784  
a.dettlaff@tcu.edu | Alan J. Dettlaff is an evaluator of a federal grant from the Administration of Children, Youth, and Families that is providing training to child welfare staff on effective practices with Hispanic children and families. His research interests focus on supervision, retention, and effective practice in child welfare. He is currently involved in research that is exploring the relationship between personality type and retention in Child Protective Services, and effective strategies to address racial disproportionality in child welfare. |
| **Nancy S. Dickinson, Ph.D.**  
Executive Director  
Jordan Institute for Families  
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School of Social Work  
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Chapel Hill, NC 27599-3550  
919-962-6407  
919-843-9827  
ndickins@email.unc.edu | Nancy S. Dickinson is a Clinical Professor and the Executive Director of the Jordan Institute for Families at the UNC Chapel Hill School of Social Work. The Institute focuses on strengthening families through research and educational and technical assistance projects. Dr. Dickinson is currently Principal Investigator and Director of a five-year Children’s Bureau-funded project entitled “Child Welfare Staff Recruitment and Retention: An Evidence-Based Training Model” in which a resources and curriculum model will be developed and delivered to supervisors, managers, and directors in 17 North Carolina counties. A rigorous experimental evaluation will |
Bio Directory 9th Annual NHSTES

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<tr>
<th>Bill Donnelly, LCSW, M.P.A.</th>
<th>compare outcomes within each of the trained counties before and after training and with outcomes in 17 comparison counties.</th>
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<tr>
<td>Director</td>
<td>The Inter-University (IUC) Consortium and Los Angeles County Department of Children and Family Services (DCFS) Training Project is a collaborative endeavor between the DCFS and the graduate programs of social work at California State University, Long Beach; California State University, Los Angeles; University of California, Los Angeles; and the University of Southern California. The IUC/DCFS Training Project is currently in its 11th year. In 2000–2001 the Training Project trained 6,971 staff and generated 155,174 training hours.</td>
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<td>Inter-University Consortium</td>
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<td>Center for Child &amp; Family</td>
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<tr>
<th>David Foster, LCSW</th>
<th>David Foster has 19 years’ experience in public child welfare as a social worker, supervisor, and manager. He was Title IV-E Coordinator for the California State University, Fresno Social Work Program from 1993-1998, was founding member of the Central California Regional Training Academy Development and Implementation Project, and has served as Academy Director since 1998. He is married to Barbara; they have five children, (Adrian, Amanda, Nicole, Matt, Stephen) and one grandchild (Ryan). They are avid Ice Hockey fans (in Fresno, of all places…go figure!).</th>
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<tr>
<td>Director</td>
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<td>Central California Child Welfare Training Academy</td>
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<td>California State University, Fresno</td>
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<p>| Todd M. Franke, Ph.D. | Todd Franke has numerous years of experience in research, teaching, and evaluation in the fields of education and child welfare. He has considerable experience in designing and conducting cross-sectional and longitudinal research and evaluation in the areas of child abuse and adolescent violence. He is currently |</p>
<table>
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<th><strong><a href="mailto:tfranke@ucla.edu">tfranke@ucla.edu</a></strong></th>
<th>the Principal Investigator for the evaluation of Partnership for Families, a community-based child abuse and neglect prevention initiative in Los Angeles County. In addition, he is currently working with the county’s Department of Children and Family Services on the redesign of the Core Academy Assessment and on evaluating the implementation and impact of training numerous modules including strength-based family-centered case planning and concurrent planning.</th>
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</thead>
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| **Walter Furman, M.Phil.**  
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wfurman@ucla.edu | Walter Furman’s work focuses on research and evaluation of child welfare services, including training evaluation for the Inter-University Consortium that recently included studies of Strength-Based and Concurrent Planning Training Evaluation of Prevention Initiative in California’s small counties. |
| **Elizabeth Gilman, M.A., J.D.**  
Curriculum Specialist  
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egilman@berkeley.edu | Elizabeth Gilman became a member of the CalSWEC staff in March 2002. Her responsibilities include curriculum development, evaluation, and planning associated with the statewide Title IV-E MSW Program and the newly launched BSW Program. She also serves as staff to the CalSWEC Board Curriculum Committee. Prior to joining CalSWEC, Ms. Gilman was an Associate Research Scientist in the Psychology Department at Yale University, where she served as an instructor and policy analyst specializing in child development and social policy issues. Her direct service experience includes several years as a group facilitator with troubled adolescents and as a protective services social worker. |
| **Shaaron Gilson, LCSW**  
Title IV-E Project Coordinator  
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shaaron@berkeley.edu | Shaaron Gilson has served as the Title IV-E Project Coordinator for the University of California, Berkeley School of Social Welfare for over 10 years. Her prior experience includes a career in public and private agencies in mental health and child welfare services, as well as academic appointments. Her most recent evaluation projects include the ongoing assessments of the Title IV-E training curriculum. |
|---|---|
| **Erika Gonzalez**  
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erika815@sfsu.edu | Under a contract with the Nebraska Health and Human Services System (NHHSS), Michelle Graef is involved in designing and implementing all the training evaluation procedures for the pre-service training for CPS workers in Nebraska. Her current work also includes: the design and evaluation of new supervisor training; research and consultation with human services agencies in Nebraska and other states on staff recruitment, selection, and retention issues; and providing research and statistical support to the NHHSS Quality Assurance Unit. |
| **Michelle I. Graef, Ph.D.**  
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| **Carol J. Harper, M.P.A.**  
Consultant  
Northwest Institute for Children and Families  
University of Washington  
School of Social Work  
4101 15th Avenue NE | Carol Harper is on the faculty at the University of Washington School of Social Work and serves as a research manager for the Northwest Institute for Children and Families. She has over 17 years of experience in child welfare and human service evaluation. Ms. Harper is a |
former Director of Systems and Community Programs at the American Humane Association. She is currently evaluating the State of Washington's IV-E education and professional development program, developing a knowledge assessment tool for new social worker training (Academy), and conducting a follow-up evaluation of Academy effectiveness. Ms. Harper's M.P.A. from Troy State University includes an emphasis on research and planning. She has co-authored several implementation and research guides on family group decision making, conducted social worker trainings nationally and internationally, and supported the development of safety and risk assessment tools as well the development of a parental skills assessment.

Norma Harris, Ph.D.
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Norma Harris is the Director of the Social Research Institute and Research Professor/Lecturer in the College of Social Work at the University of Utah. Her degrees are from Montana State University (B.S.), University of Utah (M.S.W.), and Florida International University (Ph.D.). She is currently responsible for the management of grants at SRI that exceed $8 million. Formerly Director of Community Services in Montana, Dr. Harris has extensive experience in child welfare services. She also has experience in evaluation of child protective and child welfare programs. She was a member of the committee that assisted in the development of the U.S. Department of Health and Human Services Resource Guide: Rethinking Child Welfare Practice Under The Adoption and Safe Families Act of 1997. She is a contributing author of the first edition and the principal author of the revised Guidelines for a Model System of
Claudia “Kyle” Hoffman  
Project Manager  
Ohio Child Welfare Training Program Evaluation Project  
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Claudia “Kyle” Hoffman chairs the Ohio Child Welfare Training Program (OCWTP) Evaluation Work Teams. Team members include: County child welfare staff, Regional Training Center coordinators, the Ohio Department of Job and Family services staff, and research consultants. The Work Team is involved in the effort to develop a comprehensive system to evaluate knowledge acquisition, knowledge comprehension, skill demonstration, and skill transfer that occurred as a result of OCWTP Training.

Teresa Hubley, M.P.A., Ph.D.  
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Teresa Hubley specializes in child welfare projects and general training evaluation. Dr. Hubley’s doctoral degree from Syracuse University is in cultural anthropology, specializing in medical anthropology, and her M.P.A, also from Syracuse, focuses on health policy.

Henry Ilian, D.S.W.  
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Henry Ilian has been involved since 1987 in evaluation and testing at the James Satterwhite Academy for Child Welfare Training. He has been developing competency-based measures to accompany the New York City adaptation of the New York State Common Core training system for child welfare workers. He also teaches research at the Columbia University School of Social Work.
**Stephanie Jackson**  
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**Susan E. Jacquet, Ph.D.**  
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Susan E. Jacquet works with Dr. Sherrill Clark on CalSWEC’s research component, including ongoing surveys of California’s MSW students and CalSWEC Title IV-E MSW graduates who have completed payback work in Child Welfare, and the development of new research initiatives on outcomes for child welfare and the efficacy of the Title IV-E program. Dr. Jacquet is also responsible for coordinating CalSWEC’s funded research process from RFP through review of proposals.

**Phyllis Jeroslow, M.F.A., MFT**  
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Phyllis Jeroslow assists in the development and dissemination of statewide standards and curriculum for core and ongoing child welfare training. She also coordinates the annual Symposium on Fairness & Equity Issues in Child Welfare Training.

**Barrett Johnson, LCSW**  
Regional Training Academy Coordinator  
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Barrett Johnson oversees CalSWEC’s coordination of statewide training efforts, including development and implementation of a common core curriculum, and strategic planning for a statewide training evaluation system. He is currently involved in planning the training efforts for California’s Outcomes and Accountability System. Mr. Johnson
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<td><a href="mailto:barrettj@berkeley.edu">barrettj@berkeley.edu</a></td>
<td>has worked for many years with urban children and families, with an emphasis on intervention in cases of child sexual abuse.</td>
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<td>Dulcey G. Laberge, M.S.W., LSW</td>
<td>Dulcey Laberge currently oversees program funding, expenditures, grants contracts with service providers, SACWIS system, and personnel matters as the Director of the Division of Public Service Management for the Office of Child and Family Services with the Maine Department of Health and Human Services.</td>
</tr>
<tr>
<td>Judith Lefler, PHN, CLNC</td>
<td>As Assistant Director of the Bay Area Academy, Judith Lefler has oversight of all deliverables and capacity building activities in 12 Bay Area Counties.</td>
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<tr>
<td>Elizabeth “Betsy” Lindsey, Ph.D.</td>
<td>Elizabeth Lindsey teaches in the Joint Master of Social Work program administered by the University of North Carolina—Greensboro and North Carolina A&amp;T State University. Since 1998, Dr. Lindsey has been the Principal Investigator for the North Carolina Child Welfare Training Evaluation Project. Along with Project Co-Director Dr. Fasih Ahmed from North Carolina A&amp;T State University, Dr. Lindsey has developed and implemented a strategic evaluation plan for the child welfare training system in North Carolina.</td>
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Susan Mason, Ph.D., LCSW  
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Susan Mason is currently working on several projects, including: (1) Year 4 of the New York State Social Welfare Child Welfare Consortium’s evaluation of incentive course work at the state’s schools of social work to gauge the transfer of learning; (2) Year 3 of a supervisor study to learn how supervisors value and/or observe workers’ transfer of learning; and (3) Year 3 of a student unit evaluation of a designated child welfare unit at a children’s sex abuse clinic.

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Chris Mathias began her work with CalSWEC in March 2000, when she initially headed the Regional Training Academy Coordination Project. As Director, she leads the development and evaluation of the Title IV-E Stipend Program for Public Child Welfare and the Regional Training Academy Coordination Project. She heads a consortium that includes 17 universities, the County Welfare Directors Association, the California Mental Health Directors Association, the four Regional Training Academies, the Inter-University Consortium in Los Angeles, and the California Department of Social Services. For 14 years prior to joining CalSWEC, Ms. Mathias worked primarily in the private non-profit sector with children in out-of-home care. During that period, she developed curriculum, training, and quality assurance methods for practice for direct care workers, clinicians, and administrators.

Tim McCarragher, Ph.D., LISW  
Associate Professor  
School of Social Work  
University of Akron  
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Tim McCarragher teaches graduate level research courses. For the past three years, he has collaborated with the Institute for Human Services, and the Ohio Child Welfare Training Program (OCWTP) Evaluation Work Team. Team members
include: county child welfare staff, Regional Training Center Coordinators, Ohio Department of Job and Family Services staff, and research consultants. The Work Team is involved in the effort to develop a comprehensive system to evaluate knowledge acquisition, knowledge comprehension, skill demonstration, and skill transfer that occur as a result of OCWTP Training.

**Michael Nunno, D.S.W.**  
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Michael Nunno is a Senior Extension faculty member of the College of Human Ecology at Cornell University and Principal Investigator of the Residential Child Care Project at the Family Life Development Center. His primary work is in the evaluation of training, participant performance in, and organizational assessment in residential treatment, hospital, and corrections facilities for children.

**Kirstin O'Dell, M.S.W.**  
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Kirstin O'Dell has eight years of research and evaluation experience in child welfare and early childhood. Her current projects include evaluation of the training for Excellence in Child Welfare Practice in rural Oregon and Alaska, and grant evaluation of Oregon DHS-funded trainings provided by CWP.

**Cyntbia Parry, Ph.D.**  
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Cynthia Parry specializes in program evaluation in human services. She has over 20 years of experience in evaluation in child welfare, juvenile justice, and education. Dr. Parry is a former Director of Program Analysis and Research at the American Humane Association. She is currently involved in evaluations of training effectiveness in Colorado, California, and Washington, and has been co-facilitator for a strategic planning
Megan E. Paul, Ph.D.
Research Assistant Professor of Psychology
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Megan Paul is jointly responsible for conducting training evaluation and competency assessment projects designed to improve the selection, training, performance, and retention of protective service workers in Nebraska. Her recent training evaluation projects include development of annual reports to identify trends in trainee feedback within and across training units and trainers; continual development and update of written knowledge tests; and development of skills evaluations, such as for computer documentation and home visits.

Robin Perry, Ph.D.
Professor
Florida State University
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Robin Perry is the Associate Director for the Institute for Health and Human Services Research and Principal Investigator for Florida State University’s Title IV-E Stipend Program and associated evaluation efforts. He is a former research associate at CalSWEC and has published on training and training evaluation topics. Dr. Perry’s recent research within child welfare has focused on...
on the following areas: the examination of the influence of educational background upon CPI and CPS workers’ job performance in Florida; the development of a task-analysis tool/model for child protective service workers; a cost analysis of integrating select information technology into child protection investigations in Florida; and the development of a statistical/actuarial model for the equitable distribution of child welfare service money in Florida.

**E. Douglas Pratt, D.S.W., LCSW**  
President  
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As a Quality Service Review (QSR) Trainer, E. Douglas Pratt has contributed to refinements of that practice evaluation methodology and has explored Level III and IV training evaluation. With QSR proprietors and colleagues, Dr. Pratt is developing ways to modify the methodology, including instrument recalibration, and adjustments in data collection and analysis processes, for training evaluation. He will be training scientists at The Centers for Disease Control and Prevention on community empowerment benefits of QSR for child abuse and domestic violence prevention this spring.

**Basil Qaqish, Ph.D.**  
Research Scientist  
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Basil Qaqish works on several projects, including the development of five knowledge assessment standardized tests for different social work trainings in North Carolina. Dr. Qaqish also works on survey developments and analysis.

**Leslie Rozeff, LCSW**  
Director  
University of Southern Maine  
Child Welfare Training Institute  
295 Water Street  
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Leslie Rozeff oversees the administration and broad evaluation activities of child welfare training within the program. Recent activities include providing resources and support to priority tasks identified by human services state...
<table>
<thead>
<tr>
<th>Joan R. Rycraft, <strong>Ph.D.</strong></th>
<th>Marcia Sanderson, <strong>LCSW</strong></th>
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<tbody>
<tr>
<td>Associate Dean</td>
<td>Director</td>
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Joan R. Rycraft is Associate Dean and Associate Professor at the University of Texas at Arlington. Dr. Rycraft is the Director of the Ph.D. Program, and a Faculty Associate of both the UTA School of Social Work’s Center for Child Welfare and its Center for Research, Evaluation and Technology. Her social work practice spans 20 years of public child welfare services in the state of California, as an investigator, supervisor, and administrator. Dr. Rycraft teaches courses in child and youth policy, advanced administration, and research methods and evaluation in the baccalaureate, master’s, and doctoral programs.

Marcia Sanderson has been the Director of the Protective Services Training Institute (PSTI) since 1993. From 1999 to 2002, she was also the Director of the Child Welfare Education Project, a Title IV-E stipend program at the University of Houston Graduate School of Social Work. In 2002, she became full-time PSTI Director and relocated to the University of Texas at Austin. While at the University of Houston, she taught grant writing in the social work master’s program and program evaluation as part of a continuing education workshop in program planning and proposal writing.
<table>
<thead>
<tr>
<th>Bernadette Sangalang, Ph.D., M.S.W.</th>
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Bernadette Sangalang is currently conducting an evaluation of Hawaii's Department of Human Services child welfare training for supervisors, line workers, and foster parents.

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<tr>
<th>T. Maureen Sinclair, LMSW</th>
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<tbody>
<tr>
<td>Project Staff Associate</td>
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</table>

Maureen Sinclair is affiliated with the Professional Development Program—Rockefeller College, and with the Social Work Education Consortium, University at Albany—SUNY. In addition to working on child welfare curriculum development for New York State child welfare supervisors, Ms. Sinclair is engaged in doctoral studies at the University at Albany. Her research interests include the impact of trainer characteristics on skill acquisition (training pedagogy) as well as transfer of training issues.

<table>
<thead>
<tr>
<th>Jeri Smith</th>
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<tbody>
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<td>Staff Development Specialist</td>
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Jeri Smith’s primary responsibility is training new child welfare workers for Contra Costa County. Her most recent evaluation project was measuring change in trainee attitudes after viewing the movie “Crash.” Ms. Smith and a co-worker created pre- and post-tests to measure change in trainee attitudes regarding race, and elicited from trainees how they could affect social work practice after viewing the movie.
<table>
<thead>
<tr>
<th>Patricia G. Taylor, Ph.D., LCSW</th>
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<tr>
<td>Curriculum Coordinator</td>
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<tr>
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<tr>
<th>John H. Trudeau, Ph.D.</th>
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<tr>
<th>Charlene Urwin, Ph.D.</th>
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John H. Trudeau is the Director of the Center for Social Policy and Community Development in the School Administration at Temple University. The Center conducts a wide range of demonstration and applied research projects in youth development, community capacity building, workforce development, and continuing education programs. Recent evaluation efforts include program evaluations of a Compassion Capital Fund grantee, and of a new technology program of Philadelphia’s Office of Emergency Shelter Services, as well as continuing training evaluation of the city’s Department of Human Services staff development program.

Charlene Urwin is site manager for the Protective Services Training Institute of Texas at the University of Texas at Austin. She has directed training needs assessments and competency projects in child and adult protection, and recently completed a performance dimension approach in Child Care Licensing. Dr. Urwin has extensive experience in teaching and directing social work education programs.
| **PJ Verrecchia, Ph.D.**  
Associate Professor of Research  
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pjv6@pitt.edu | PJ Verrecchia is currently involved in three main evaluation areas: (1) providing quantitative analysis for traditional CORE training and the new Charting the Course (CTC); (2) conducting case studies to further analyze the CTC training; and (3) validating the embedded evaluation questions that are a part of three CTC training modules. |
| **Leslie W. Zeitler, LCSW**  
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lzeitler@berkeley.edu | Leslie Zeitler coordinates and implements CalSWEC’s statewide training and evaluation efforts. She also provides technical assistance to the California Regional Training Academies and all California counties. Ms. Zeitler also coordinates CalSWEC’s annual National Human Services Training Evaluation Symposium. |