

# Child and Family Services Update

April 2008

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Please share your thoughts and ideas by sending them to Carol Miller at [CAROLMILLER@utah.gov](mailto:CAROLMILLER@utah.gov)

## Betournay's Bits

By Duane Betournay, Director

### Communication and Email Usage

In this position, you get to see a lot of email. Recently I have started to look at those emails in a slightly different fashion. Mostly because we have been embroiled in several situations that could either lead to a lawsuit, or there has been a GRAMA request for documents and communication. It also has started to dawn on me that despite the usefulness and convenience of email, it carries with it the potential for great harm to all users. So began the search for some solutions to this conundrum. I plan on bringing to you a more comprehensive training in the future but that will require some design and consultation with our legal partners. For now, let me just share with you a couple of tips that I pulled off the internet\* that seemed to ring true for me and also have applicability to some of the present situations.

- Become familiar with the policies regarding proper use of state technology resources. It is your responsibility to know these policies and adhere to them whenever you are using state technology. This applies no matter what device you are using and also regardless of where you are accessing it. So, cell phones and other handheld devices fall under those same guidelines for appropriate use, and they also fall under federal guidelines regarding the ability of plaintiffs to access those records through discovery. And, even if you are accessing your email through the network at home, your use of email is still covered by the policy.
- Treat email the same as you would any other printed document. While it may not say that it is a memo, and may not have all the trappings of agency communication, it is still an official state document. When you send it outside the agency, it is the same as if it were on letterhead with your signature affixed. It is also open to discovery in any proceeding. Also, deleting the email does not remove it from the system. Once it is sent, it can and must be reproduced if a court so orders.

- Avoid the use of humor in your emails that are work related. I am often guilty of this myself and after seeing the ways in which this can lead to problems, I have decided to abandon my practice of doing so. The issue here is that humor is truly in the eyes of the author. Others may not understand the use of humor and may in fact be offended by the attempt.
- Make sure that your email is respectful as it represents both you and your agency. If you ask yourself the question, should I send this email, you probably ought not. If you think an email is controversial or has the potential to harm you and the agency, you probably ought to staff it with your supervisor before you send it. If the tone of the email is angry or antagonistic, or if you are really ticked when you write it, save it overnight and review it the next day before you hit the send button.
- Limit personal emails in the workplace. I know that with the number of staff that we have who are caring for children and sometimes aging parents, the use of email to keep in touch is tempting and even vital. There is guidance in the acceptable use policy, so if you have questions about personal use of state technology resources consult with those policies or talk to your supervisor.
- The agency can monitor your email without your prior permission. Even though this is not a routine practice, you should know that there is not statutory entitlement for you to keep your emails private. Another good reason to limit personal communications.
- When discussing sensitive, confidential or proprietary information, realize that your communications are not private. You should carefully consider the content and the place where you are communicating. For example, when stopping by your local coffee shop, it is inappropriate to be accessing confidential communications through a laptop on a free network. These connections are not secure, and the location affords no privacy.
- Use of caps and other punctuation tools can be helpful, but can also be offensive to the reader. I realize that to use all caps is time saving, but I can tell you from personal experience that I also feel that someone is yelling at me by using all caps. Other stylized tools such as Bold and Italics may not translate well, and may leave the reader questioning what the message is.
- Limit the size and the number of attachments. Pictures and other attachments tax the system and reduce the overall efficiency of the network. Also, please do not send video and other attachments that are not work related. We all like to see funny and/or shocking video, but my request is that you relegate that to your personal email.

The bottom line is, be thoughtful about your email usage. It is an incredible tool for efficiency and for ease of use. But with that also comes the responsibility to ensure that you are using the tool in a manner that protects you, the sender, and the recipient from the potential for misuse.

For more information about appropriate use, you can use this link:  
<http://www.hspolicy.utah.gov>. Access the sight and look for appropriate use in Section 6, Technology.

***\*Top 10 Workplace Email Tips -- Revised: 16 July 2002***  
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## Development

### Keep Your Money!

*By Lindsay Harris, Financial Manager*

The Earn It. Keep It. Save It. Committee (EIKISI) is a public-private partnership working to strengthen family financial stability by utilizing the Earned Income Tax Credit (EITC), free tax preparation services such as Volunteer Income Tax Assistance (VITA), the Beehive, and asset formation programs.

The EITC is a refundable federal tax credit that can increase the effective wage of qualifying workers by up to \$2/hr, bringing many families out of poverty. However, up to 40,000 Utah households fail to file for the EITC because they are unaware of the EITC, they aren't required to file taxes because of their low earnings, or they face education or language barriers. It's estimated that eligible Utahns leave between \$60-\$80 million annually in unclaimed federal EITC money. This money could help provide financial stability and a better quality of life for many Utah families in addition to stimulating our economy.

Organized through the statewide EIKISI, the VITA program provides free tax preparation services to low-to-moderate income households. In 2007, more than 500 volunteers completed more than 12,000 free returns to help Utahns claim more than \$8.6 million in EITC and other tax credits. New partners include H & R Block and the Beehive, who collectively provided free tax preparation services for more than 60 low-to-moderate income households, assisting them to claim over \$25,000 in additional EITC and other tax credits.

Asset formation programs such as Utah Saves and Individual Development Accounts (IDAs) are offered in partnership with the EITC and free tax preparation sites. They provide financial education, support, and incentives to help Utahns improve their financial knowledge and create long-term assets to enhance their economic stability and well-being. IDAs offer low-income Utahns matched savings to help acquire a home, start a small business, or finance higher education. Utah Saves helps Utahns gain information and support needed to reduce debt and increase their savings.

These tools and assets can be a great help to many of our employees as well as many of the individuals and families our employees serve. We encourage you to find out

more about VITA, the EITC, and the benefits of Utah Saves by dialing 2-1-1, and then spread the word to all others who would be of benefit.

## **Volunteers Needed!**

Join America's number one anti-poverty campaign.  
Help to distribute the EITC by preparing and electronically sending tax returns!

Free training in simple tax law with an emphasis on the credits available for low-to-moderate income households.  
Choice of on-line, self-study, and hands-on training sponsored by the Internal Revenue Service.

Volunteer a minimum of 3 hours a week from January to April 15, 2008.

Help low-to-moderate income households keep more of what they earn, ensure the distribution of EITC and bring millions of dollars into our local economy!

Other volunteer opportunities are available such as an Interpreter, Financial Resource Specialist, Electronic Return Transmitter, Site Coordinator, or Greeter.

**To volunteer register on-line at [Utahtaxvolunteer.org](http://Utahtaxvolunteer.org) or call 2-1-1**

## **Organizational Competence**

### **Child and Family Services Employees – Have A Voice!**

*By Navina Forsythe, Information Analyst Supervisor*

Have a voice in improving Child and Family Services employee retention and satisfaction! Within the next week you will be receiving an email and see a link on the SAFE web page for an online survey to help us know:

- What increases employees' value in the work of Child and Family Services.
- What to consider in developing a proposal for a pay plan/career ladder.
- What information you want from administration and the best ways to receive it.
- How you want to provide feedback to administration.
- How you want to be supported in dealing with work related trauma and stress.



While we cannot guarantee that DHS administration or the legislature can or will implement all recommendations or that changes can be made quickly, you have our commitment that we will make every effort to implement as many improvements as possible.

Note: The full work plan for the Employee Retention and Satisfaction Workgroup is available on the Child and Family Services website at:  
<http://www.dcfhs.utah.gov/documents/PriorityFocusArea1QuarterlyReportJan2008.pdf>.

Thank you – we value your input!

*Employee Retention and Satisfaction Workgroup*

--Cosette Mills and Navina Forsythe, Co-Chairpersons

*Secondary Traumatic Stress Committee*

--Charri Brummer, Chairperson



## **New and Improved Clinical Forum**

*By Reba Nissen, Mentor Program Coordinator*

The Professional Development Team has teamed up with regional Clinical Consultants to put together a plan for a quarterly Clinical Forum. The purposes of the Clinical Forum are to:

- Provide a cohesive set of experiences for clinical staff that give them access to important information in clinical work.
- Meet or exceed required Continuing Education Units (CEUs) (40 hours per two-year license renewal cycle) with free training opportunities (6 or more hours per quarter) with topics and speakers related to child welfare and domestic violence work.
- Form and maintain a group to plan for and drive the clinical forum and for cross-region sharing.

Every quarter, all staff with clinical licenses and/or degrees will be notified of the quarter's Clinical Forum by email. The Clinical Forum will most often take place in the last week of the first month of each quarter (January, April, July, and October). Salt Lake Valley Region has offered their training academy, housed at the Oquirrh office, as a permanent home for the Clinical Forum.

The first quarterly clinical forum, scheduled for Thursday, April 17, 2008 and worth 6 hours of CEUs, will be presented by Kevin McCauley, M.D. from the Institute for Addiction Study and is entitled: Is Addiction Really a "Disease?"

Dr. McCauley provided us with this description of the presentation: "The debate continues: is addiction a "disease" or a "choice"? This lecture outlines both arguments and provides evidence for why, in Addiction Medicine, doctors believe that addiction is in fact a disease. The most recent neurophysiologic research about addiction is presented, including the five theories currently in use to describe addiction. The

connection between this research and the baffling behaviors observed in addicts - behaviors such as of craving, denial, and persistent drug use despite negative consequences - is outlined. Finally, the ethical implications of defining addiction as a "disease" are explored, and a new non-punitive model of treatment - the "Occupational Model" - is introduced.

Registration information has been sent to all staff with clinical licenses and/or degrees. If you have a clinical license or a clinical degree (LCSW, CSW, MSW, LPC, CPCI, CPCE, LSAC, LMFT, or other) and are not receiving notifications for the quarterly Clinical Forum, please email me, Reba Nissen, at [rebanissen@utah.gov](mailto:rebanissen@utah.gov) with your name, region, position, and clinical license or degree and you will be added to the list.



## Professional Competence

### Training Opportunity – Assessing a Youth’s Needs; Creating the Child and Family Plan with a Youth

*By Jerna Mitchell, New Employee Training Manager*

Have you ever wanted the planning process to be easier? During the months of April through June, Permanency Workers will be attending the [Transition to Adult Living: Ansell Casey Life Skills Training](#). This training provides you with all the information you need to assess the well-being needs of youth.

Using the Ansell Casey Life Skills Assessment Website to develop your Child and Family Plan needs gives you suggestions for steps to meet those needs and develops resources for success.

Wow, did you ever think there would be a tool that would do this for you?

EVERY YOUTH DESERVES SUCCESS.  
WE WILL HELP MAKE IT POSSIBLE.



### The Linda Bayless Award for Excellence in Practice

*By Marlene Goodrich, Office Specialist - Training*

Listed below are the recipients of The Linda Bayless Award for Excellence in Practice, along with the comments made about each individual. Congratulations!

Name	Comments
Amanda Rader	Great at mentoring her staff and engaging with her intake team.
Amy Firth	Amy is great at using clinical skills in her work. She models excellent boundaries with her clients. Amy is a great mentor. She works hard with her families to empower them to be accountable.
Amy Reid	Amy has been working with a domestic violence victim, who has been trying to leave the relationship. Amy provided information to the client as to different things she can access that will help facilitate distancing from the relationship. She was able to engage with the client as was contacted a week later to help her to get out of the home while the perpetrator was at work.
Angela Bleggi	Angie is extremely competent in performing her job duties. She has held various positions within and related to the agency. In each of those positions, she has excelled and has taken the position to new levels of performance.
Anita Geloff	Anita is very conscientious in working through the team process. She holds frequent and effective Child & Family Team meetings with the families she is working with.
Brett Dickison	Brett provides services and therapy to victims of DV.
Brooke Zamora	Consistent effort to make CPS-client contact to be meaningful and educational to clients.
Carol Buffi	Carol does beautiful work with the children and families she works with. She makes her work look effortless. She has such a great way of being present with the family. She is always improving and teaching.
Carol Miller	For her tireless efforts at the website, Practice Guidelines and "state office historian", and all the other responsibilities that she does with excellence and integrity.
Casey Christopherson	Practice Model principles are used extensively with his drug court team.
Chad McDonald	Excellent Practice Model mentor with his permanency staff.
Charlene Sansone	Charlene takes every opportunity to educate community partners about DCFS.
Colette Tasker	Collette has been great about teaming with our community partners. She has been able to engage our parents who were resistant to teaming with us in the past. She is a great worker who advocates for her clients.
Dan Rich	A wonderful mentor for my team.

Name	Comments
Dan Roper	Dan takes hard cases that nobody wants to take, and he does well with those families. He is a hard worker and has a lot of integrity. Dan engages his families and, to the outsider, it seems effortless. He is always willing to help his team and will often volunteer to take extra cases.
Danette Larsen	Works hard to get to underlying needs. Always available to her clients.
Darcie Peterson	Darcie has excellent practice and a great knowledge base on child development and services to special needs children. She can think outside of the box to come up with solutions for children.
Dawn Hollingsworth	Uses data to pinpoint trouble practice areas, models excellent practice through her demeanor, research, and desire to serve our families.
Denise Groves	She works hard to protect kids on her caseload to ensure good placements.
Destry Maycock	Destry is an ideal example of how to lead by example, exemplifying PMPs in every aspect of his supervision.
Diana Swasey	Diana puts forth a tireless effort every day. She has excellent knowledge of resources and works to empower families to access them. She also excels at teaming. She is always quick to help out. She is always willing to take additional cases when asked and, at times, she even volunteers for them. The police departments and her co-workers have found her to be a great asset as well because she is very responsive at a moment's notice.
Eliana Downing	Incorporates Practice Model into all the work being done with children and families on her permanency team.
Ella Loveland	Ella continues to educate herself and those around her of scientifically-based practice. She is willing to go outside of her comfort zone to make a difference. Ella has done an excellent job at recognizing and rewarding workers for good practice.
Emily Ray	Is very hard working and shows empathy toward clients.
Eric Jaehne	Eric's goal is to find permanency for every child, no matter what. He continually looks "outside the box" to find permanent placements for all of his children. He goes the extra mile to make sure children feel safe and secure.
Garry Holbrook	Garry provides services to clients in a very large rural area. He assists other teams.

Name	Comments
Genica Donaldson	Has excellent team meetings involving large teams. Everyone feels valued and heard. Great communication skills. Thorough in her casework duties.
Grant Tolley	Grant is a visionary in family preservation. Works diligently to help workers understand how best to put families first and keep families together.
Grant Tolley	Integrate Practice Model into family preservation clinical work. Brings wealth of experience to supporting clinicians and training them.
Heather Thorp	Demonstrates an uncommon understanding of adolescents and their needs.
Heidi Little	Extraordinary effort in learning and applying Practice Model with clients.
Holley Jorgensen	Holley is a tech on our team. She is always warm and empathetic towards our families. She goes the extra mile for our team. She volunteers to help other teams and will help anyone in the office. She is our "go-to" gal. We love her. She's an excellent example of a team player.
Holley Jorgensen	Holley loves her job and loves working with children and their families. She goes above and beyond. She seeks out donations for foster kids for Christmas. Holley is always willing to fill in the gaps where things are lacking. She is always positive and makes working around her so welcoming.
Hope Bytheway	Hope provides tracking services to DV clients in addition to her senior assistant caseworker responsibilities.
Isaac Rodenbough	Excellent listening/de-escalation skills with clients.
Jacci Yeager	Jacci keeps a very family-centered focus as she works with her team. She is committed to keeping kids safe and exploring ways to do that.
Jackie Stahler	Jackie is a support staff supervisor who is so on top of the work. She is described as an organized, caring workhorse. There is never a task not completed when it is assigned to her. She takes care of her staff and the workers in the entire office.
Jaime Tapp	Jaime provides tracking services to DV clients in addition to her senior assistant caseworker responsibilities.
Janell Pugh	Janell is well respected by the law enforcement community. She has developed a great working relationship that has helped

Name	Comments
Janet McKinney	facilitate relationships with other workers in the office. Janet sees her role as a CPS worker broadly. She has such great engaging skills and brings a calm affect and understanding for life.
Janet McKinney	Janet exemplifies the heart and soul of social work. She always goes beyond given expectations to gather information, connect families to needed resources, and create safety for children and families.
Jann Nishimoto	Jann took over as acting CSM for the Fashion Place office during a time of crisis. She has been an excellent mentor for me and continues to develop her vision of child welfare practice on the TAL team and throughout the region.
Jann Nishimoto	Jann models the Practice Model at all times. She is an excellent listener and is always willing to go above and beyond to serve those in need. She cares about her workers. You can always count on Jann to speak up and make a difference.
Jason Heideman	Jason is always present with his workers. He goes to court, CFTMs and other activities to support his workers. He encourages leadership and growth.
Jenny Mendelson	Jenny is new to ongoing, but she has really jumped in and done some great work. She is currently one of our drug court workers. She has excellent teaming skills and goes the extra mile to help her clients succeed, i.e., weekly "to do" lists for her clients.
Jeramie Rasmussen	Great teaming skills. Works well with clients, providers and co-workers. Awesome lead worker who is a good leader and mentor. Jeramie is passionate about his job and likes helping people. Good communication skills.
Jorden Czech	Jorden continually looks for ways to improve upon the great work that she is already doing. A family recently reported that Jorden washed all of the windows with the child placed in their home during a home visit. She also spends time playing with children during home visits...this has allowed her to successfully engage with the children (...and, indirectly, with their parents as well).
Julie Willden	Julie is a master of engaging with families and appropriately intervening. She is an example of teaming within her team and the community.
Karen Fronk	Permanency specialist extraordinaire! Karen's dedication to supporting preservice, foster and post-adoptive families keeps

Name	Comments
Kent Crandall	<p>the "network" of families we rely on for permanency alive. Knowledge of families over 10 years and realizing how important it is to keep them engaged with agency shows excellence.</p> <p>Great ownership of his cases. His cases passed QCR every time with flying colors.</p>
Kerri Burns	<p>Kerri supervises CPS caseworkers and is part of the Utah County Sex Crimes Task Force. She regularly takes calls outside of normal business hours to collaborate with community partners regarding community response to abuse and neglect.</p>
Kerri Burns	<p>In CPS, Kerri utilizes Practice Model in working with difficult clients. A master at the principle of engaging.</p>
Kris Naylor	<p>She is a mentor to the team and works well with our partners.</p>
Kristi Peterson	<p>Kristi has been with the agency about a year. She is developing into a professional caseworker. She writes and does casework at an exceptional level. She is eager to help anyone at any time. She is also good at teaming and working with different community partners.</p>
Kristi Shaw	<p>Kristi has been employed as a foster care caseworker for a little over a year. She has learned the Practice Model skills and uses them in her casework. She is good at engaging her clients, and works very hard for the child's best interest. Kristi maintains a happy and pleasant personality while doing a difficult job. She is a great resource for her clients.</p>
Kym Wilson	<p>Skilled rapport building with clients and consideration of co-workers' needs as well.</p>
Linda Wininger	<p>Linda has worked hard to improve practice throughout the state. Working with individual caseworkers, supervisors and administrators to help them learn new ways to do their jobs, manage workload, and receive credit for work well done. Even went so far as to carry a caseload for several months, so that she could better understand what we are asking workers to do and make sure they get what they need to do their jobs. She's great!</p>
Lori Orton	<p>As our Southwest trainer, Lori presents each Practice Model module in such a manner to garner enthusiasm and personal commitment from new employees.</p>
Lynette Mcleod	<p>Lynette demonstrates professionalism in all she does. She shares and mentors her knowledge and skills as a lead worker for a</p>

Name	Comments
	foster care team. Lynette maintains excellent standards while attending graduate school.
Mark Coombs	Excellent engagement skills and Practice Model implementation. Excellent paperwork, i.e., assessments, long-term view and child and family plans. Wonderful model and mentor of excellence in practice!
Marti Bown	Marti provides supervision as a lead worker and services to clients as a caseworker.
Matthew Froelich	Great Practice Model work as clinical consultant. Tremendous at teaming.
Michelle Bolin	Hard working and trusted by clients.
Mike Boyd	Mike is always looking at the way practice is done, and looks for more efficient ways to do it. He can tell you how much time it takes to work a case and better ways to improve. He does wonderful work with his workers.
Nadia Dolgner	Nadia went from a new caseworker to the most experienced worker on a team of nine caseworkers in a little over one year. She works an extra large caseload as we have such a young team. She is an example and a help to others. She is a great asset to DCFS and children of Utah.
Nancy Barowski	Nancy is a new supervisor but you would never know from the work she is able to do with her team. She is an advocate for each of them. She always puts her workers first and their needs when they may be struggling.
Nancy Dunn	Nancy is an excellent advocate for families! She understands various issues affecting families and is open to and active in promoting new ways/ideas/policies that meet the needs of families.
Nancy Dunn	Nancy is always there for her workers. She mentors them and they feel support from her.
Nancy Sloper	Is calm and knowledgeable, knows DV, is willing to assist anyone, and is doing everything she can to get the region to use the DV team to improve how DCFS serves families experiencing DV.
Nickie Stocks	Nickie has been a senior assistant caseworker for many years. She is the office expert in many areas. She is an expert with SAFE, filing, payments and many other areas of support. She is always willing to go above and beyond in helping caseworkers.

Name	Comments
Patricia Graff	Patricia is a mentor at all times. She is an advocate for the clients and workers.
Patricia Graff	Integrate clinical work into permanency casework. Use of PCIT in intensive reunification project in Oquirrh neighborhood.
Pauline Wilson	Pauline creates such a personal connection with the families that she works with. The families open up to her and she really treats them with respect.
Penny Prodaniuk	Penny provides services and child therapy to clients in both Iron and Washington counties.
Regena Bonner	Regena does great work with the youth on her caseload. She has a calm and direct way to work with youth. She mentors new workers and teaches them great practice. She has a great knowledge base and compassion.
Rhett Fronk	Rhett is the director of the Christmas Box House. He has strived to educate and train his staff to better understand the development of children. He has put the kids' needs first and insecurities, which because of it, many kids want to return to the Box because of the care.
Rich Carman	Excellent practice in retention by providing good balance between hands-on support and supervision and autonomy/independence. Creating a nourishing environment for staff.
Rich Carman	Rich is an excellent supervisor as demonstrated by his ability to manage a large team, return good workers, and have great success. He also serves as coordinator for the region supervisor workgroup.
Rich Carman	Rich is very supportive of his workers. When his team transfers cases, they are always solid and you can tell there is great review and staffing on the case. He is there for his team and knows his work.
Robert Johnson	Robert is a program manager. He models leadership skills and the Practice Model to all he works with. He is available to workers to ask for help and advice. He is able to blend his role of administrator with that of teacher, mentor and friend.
Rosie Holmes	Rosie is a DV Specialist in our office. She is always available to facilitate workers with assessment and needs of the families involved in domestic violence. Rosie is a great advocate for the agency and has helped to strengthen relationships with Safe

Name	Comments
	Harbor.
Ruth Huth	Ruth provides supervision as a lead worker and services to clients as a caseworker.
Sheri Morris	Engages with clients in a meaningful way. She empowers clients to believe in themselves and act for themselves. She goes outside of her team to make people feel welcome.
Sherrie Hatch	Sherrie has retained her staff for a long time. She does excellent work with her staff. She also does excellent community work.
Staci Loosemore	Staci is attached to the drug court. She serves her clients well by giving praise as well as being honest and upfront with each client. Staci receives praise from clients, as she is supportive and fair with each client.
Stephanie Stuart	Stephanie is an advocate for children and especially the worker. She is supportive and has an extremely valuable gift, where she is able to see the whole picture. This gift has been such an asset for her in her role as an administrator.
Susi Prince	Susi provides support "on loan" to the DV team even in addition to her CPS duties.
Tonya Myrup	Excellent communication and empathy. She lets people know what is expected and then helps them reach that expectation. She follows through. Uses her great sense of humor to connect with workers.
Tracy Coburn	Dedication to her job. Excellent understanding of the big picture. Works hard towards reunification for families.
Trish Jensen	Uses Practice Model principles with her RFC team.
Troy Gasser	As a new employee trainer for 3 years, Troy has been a tireless advocate of new employees. He saw the need for more structured mentoring of employees and personally met with new staff and their supervisors, to shadow them in their practice with families and use fundamental strength-based feedback. He has diligently sought to improve his strengths as a trainer and invited coaching on his diminishing needs. He personally pursued the acquisition and use of computers in training and masterfully tutored and led practice sessions for workers using SAFE, often with their own cases, to ensure they left Practice Model training with knowledge AND skill to do their jobs. His years of experience in casework were consistently a solid backdrop for his

Name	Comments
	instruction, and he is a superb model of best practice! He has modeled and role-played the most challenging scenarios with grace and with accurate attention to virtually all the principles and skills we train. He is an amazing example of "walking the walk."
Valorie Johnson	Valorie connects with her clients in a personal yet professional way that allows them to feel safe. She is knowledgeable about resources and skills and gives all she has.
Valorie Johnson	Valorie provides services to clients and brings a very high level of knowledge to the DV team.
Veronica Kasprzak	Excellent skills in assessing and delivering services to clients.
Vicki Robinson	Vicki is deserving of this award because of the way she works with families. Vicki's approach is empathetic and objective. She is quick to understand a family's problems while making the family feel at ease. She is just as quick to figure out a way to help them resolve concerns. She is compassionate, and this compassion allows the family to understand that Vicki is truly concerned about them. Her sincerity helps families accept the offers of help Vicki brings to improve their family relationships for the long-term.