

# Frank Delano, LMSW

Piermont, New York 10968

Phone: (914) 673-7802

E-mail: [fdelano24@aol.com](mailto:fdelano24@aol.com)

## Professional Experience:

### **"Professional Package Consulting Inc.": Training for Critically Thinking Professionals**

- **Owner** **2011-Present**

Trainings and consultations with a wide variety of agencies and organizations across the United States and internationally.

### **Fordham University Graduate School of Social Services**

Tarrytown, NY

- **Adjunct Faculty**

**1995-2015**

Teach integrative seminar to 2nd year MSW students in Clinical and Administration sequence. Monitor student field placements.

### **University of Oklahoma**

Norman, Oklahoma

- **Contract Trainer** **2007-Present**

Trainings on supervision and management for Oklahoma Department of Human Services Area Directors, County Directors, and Supervisors on a contract basis.

### **J.B.F.C.S., New York, NY**

**1974-2011**

- **Rita Markus Training Institute, Director (1999-2011)**

Provide training programs agency wide across all programs and disciplines with a particular focus on child welfare programs. Promote agency presence in the community by offering open enrollment in JBFCs training seminars and training at outside sites. Act as agency representative on a variety of national advisory committees. Conduct presentations at a variety of national and international conferences.

- **Westchester Day Treatment Center, Director (1999-2001)**

Overall responsibility for a day treatment program licensed by the New York State Office of Mental Health providing social work, mental health and psychiatric services to 40 severely emotionally disturbed children and their families. Collaborated with County Department of Mental Health, Union Free Special Education School District and local Committees on Special Education to deliver all necessary services.

▪ **Hawthorne Cedar Knolls, Associate Director (1988-1999)**

Responsible for overall program/clinical operations for a 114 bed Residential Treatment Center providing services to severely emotionally disturbed children with a \$9 million budget and staff of 200 employees. Directly supervised 3 Unit Directors, Director of Activities, Director of Substance Abuse Treatment, and Director of Security. Delivered In-Service training program to Childcare and Administrative staff members. Other positions at HCK: Director of Girls Program (86-88); Director of Activities (79-86); Childcare Worker (74-79)

Westchester Community College

Valhalla, NY

- **Adjunct Faculty**

**1994-2000**

Teach Therapeutic Crisis Intervention course to Community College students.

Fawcett Publications, Inc.

Greenwich, Ct.

- **Accountant**

**1973-1974**

Responsibilities included Balance Sheet preparation, internal auditing, and general accounting tasks.

Coaching Experience:

- **Lakeview Health Services** **2022**  
Providing 8 one hours individual coaching sessions for 12 Residential Supervisors/Leaders
- **Dutchess County, NY Department of Social Services, September 2019--Present**  
On-Going Monthly Individual Coaching Sessions with 12 Children's Services Supervisors sponsored by New York State Office and Children's Services BASSICS project
- **New York State Office of Children and Family Services State Office Oct. 2105-June 2016**  
*Individual and Group Coaching of State Regional Director and all Supervisory staff*
- **Dutchess County, NY Department of Social Services, August 2014—June 2015**  
On-Going Monthly Individual Coaching Sessions with 12 Children's Services Supervisors sponsored by New York State Office and Children's Services BASSICS project
- **Good Shepherd Services September 2014—2015**  
On-going individual coaching with Program Directors
- **Rockland County, NY Department of Children's Services, January 2013—January 2014**  
On-Going Monthly Individual Coaching Sessions with 11 Children's Services Supervisor sponsored by New York State Office and Children's Services BASSICS project
- **LSA Family Health Services, East Harlem New York, 2012-2013**  
10 Coaching sessions with Director and Supervisors of LSA Preventive Services program

Education:

**Hunter School of Social Work, Masters of Social Work, 1987**

Administration Major/Casework Minor

- Member of Educational Review Committee
- New York State Licensed Social Worker

## **Pace University, Bachelors of Business Administration, 1973**

### Publications:

**"Responding to Needs", Chapter in book "The Art of Relational Weaving: A Guide to the Essence of Relational Practice in Child and Youth Care", Edited by DR. J. Digney, CYC-Net Press, 2024**

**"The Art of Cultural Appreciation: Avoiding a Single Story** International Child and Youth Care net-journal, February 2024 issue 300 Special Anniversary Edition

**"How to Prepare the Ideal Agency Exit Strategy", International Child and Youth Care net-journal, November 2019, issue 249**

**"A Relational and Collaborative Approach to Learning: Strategies to Professionally Package Your Training", *Journal of Relational Child and Youth Care Practice*, Volume30, No. 1 March 2017**

**"Supervision and the Millennials": Collaborating to Bridge the Generation Gaps", *International Child and Youth Care net-journal, 2015, issue 200, page 123***

**"The Real 'Money in the Bank': Building Relationships in Child and Youth Care, *International Child and Youth Care net-journal, November 2015, issue 201***

**"Making the Transition to Being a Supervisor: Foreseeing, Understanding and Navigating the Road to Supervisory Excellence", *Journal of Relational Child and Youth Care Practice*, Volume 28, No. 1 March 2015**

**"A Model for Child and Youth Care Supervisors for Excellent Decision Making", International Child and Youth Care net-journal, March 2015, issue 193**

**"Helping Supervisors See Progressive Discipline with a Positive Mindset", International Child and Youth Care net-journal, February 2015, issue 192**

**"Light Bulb Moments in Child and Youth Care", International Child and Youth Care net-journal, January 2015, issue 191**

**"Take Heed, CYC Supervisors...Take Heed", *International Child and Youth Care-Net Journal*, July 2013, issue 173**

**"Games Played in the Supervisory Relationship: The Modern Version", *Journal of Relational Child and Youth Care Practice*, Volume 24, Numbers 1 and 2, Spring, 2011**

**"Defining Supervision in a Professionally Packaged Way"**, *Journal of Relational Child and Youth Care*, Volume 22, Issue 1, Spring, 2009

**"Professionally Packaging Your Power in the Supervisory Relationship"**, *Scottish Journal of Residential Child Care*, Volume 5, Issue 2, June 2007

**"Using the "Professional Package" to Help Supervisors Enhance Cultural Sensitivity When Confronting"**, *Journal of Relational Child and Youth Care Practice*, Volume 20, Issue 1 Spring, 2007

**"The JBFCS Institute for Child Care Professionalization and Training"**, *Child Welfare League of America Residential Group Care Quarterly*, Volume 7, number 4, Spring 2007

**"Learning to Build a Professional Package: Helping Supervisors to Confront Constructively"**, *International Child and Youth Care net-journal*, February 2005, issue 73

**"Beyond Cultural Diversity: Moving Along the Road to Delivering Culturally Competent Services to Children and Families"**, *Journal of Child and Youth Care Work*, Volume 19, 2004

**"The Art of Effective Delegation"**, Author of Course for Camp Gene Ezersky Camp College" May, 2003

**"Constructive Confrontation as a Retention Tool"**, CWLA National Website, Workforce initiative page---Winter, 2003

**"If I Could Supervise My Supervisor..."**, *Journal of Child and Youth Care*, Volume 15, Number 2, 2002

**"Beyond Cultural Diversity: Moving Along the Road to Delivery of Culturally Competent Services"**, CWLA National Website, part of CWLA Walker-Trieschman Center Workforce Initiative, Fall 2001

**"Point/Counterpoint: Locked Isolation: Is it Best Practice or Abuse?"** CWLA Residential Group Care Quarterly Fall 2000

Keynote Presentations:

**New York State SNUG Bi-Annual Conference Albany, New York Nov. 2022**  
"Leading/Supervising to Excellence in Challenging Times"

**Astor Services for Children & Families Leadership Day, Poughkeepsie, NY Sept. 2018**  
"Professionally Packaging Your Supervisory Practice"

**Alta Care 25<sup>th</sup> Anniversary, Univ. of Alberta Faculty Club, Edmonton, Canada Oct. 2015**  
"Excellent Supervision with the Millennial Generation: Bridging the Generation Gap"

**Moncton Residential Services Annual Conference, New Brunswick, Canada Oct. 2013**  
"The Real Money in the Bank": Building Relationships with Youth in Care"

**Texas Senior Corps Conference, Closing Keynote Session, Dallas Texas June, 2103**  
"Blossoming Into a More Effective Leader"

**Child Life of Greater New York 19<sup>th</sup> Professional Development Conference** October, 2012  
*"Continuing to Build Your Professional Package: Owning Your Own Supervision"*

**Oklahoma Department of Human Services Family Support Supervisors Conference, Norman, Oklahoma** August 2012  
*"Navigating the Pitfalls and "Games" That Develop in the Supervisory Relationship"*

**Little Flower Services Annual Leadership Meeting** June, 2012  
*"Supervising to Quality"*

**New York City Administration for Children's Services Supervision Summit** Dec. 2007  
*"Professionally Packaging Your Supervisory Practice"*

**NY Association for Community Living, Supervisors Conference, Kingston, NY** June 2008  
*"Professionally Packaging Your Supervisory Practice"*

**Scottish Institute for Residential Child Care Conference, Glasgow Scotland,** June 2007  
*"Beyond Cultural Diversity: Moving Along the Road to Delivering Culturally Competent Services"*  
*(Parallel session—semi-Keynote)*

**NY Association for Community Living Direct Care Conference, Kingston, NY, June 2007**  
*"Safety in the Agency and When Visiting in the Community"*

**NY Association for Community Living Supervisors Conference, Williams Lake, NY June 2006**  
*"Essentials of Supervision: Building a Professional Package"*

**New York State COFCCA Annual Conference, Syracuse, NY** June, 2004  
*"So Why Are We Doing This Anyway?—Understanding the Real Money in the Bank in Our Work"*

**New England Consortium for Families and Youth Annual Conference, Fairlee, VT 1993**  
*"Why Are We Doing This Anyway?"*

### Major Conference or Agency Presentations:

**Unity Through Relationship International Conference Dublin, Ireland** November, 2024  
*"The Real 'Money in the Bank': Building Relationships with Children"*

**TUSLA Child and Family Agency (Irish National Agency)** November, 2024  
*"The Art of Constructive Confrontation"*

**Association of Children's Residential and Community Services Benefit** October, 2024  
*"Intergenerational Supervision Strategies"* Benefit for CYC-NET

**Interface Children and Family Services, Camarillo, California** July, 2024  
*Two day training with Exec and Management staff "Building a Culture of Excellence"*

**Canadian National Child and Youth Care Conference** June, 2024  
*"Examining how Power Impacts Supervisory Relationships Across Cultures and Generations"*

**Sangkeeng Agency, Manitoba, Canada** June 2024  
*Training on "Developing Excellent Coaching Skills"*

**Association of Children’s Residential and Community Services Conference** Phoenix, 5-24  
 “Transitioning Into Your New Role as Supervisor”

**Association of Children’s Residential and Community Services Benefit** February 2024  
 “Retaining Your High Quality Staff” Benefit for CYC-NET

**Unity Through Relationship International Conference** Dublin, Ireland November, 2023  
 “Have we inadvertently crossed a line? Has our focus on trauma’s impact and trauma language created a “victimhood mentality”

**Albany Dept. of Children Youth and Families Retreat** Albany, NY, October 2023  
 “Striving for Excellence”

**Wisconsin Association of Child and Youth Care Conference** Milwaukee. Sept. 2023  
 “Leading to a Standard of Excellence” and “Supervising Challenging Staff”

**Holcomb Health Services, Exton, Pennsylvania** June, Oct. 2022  
 Provided three full day in person trainings on “Building a Positive Program Culture”

**Lakeview Health Services, Finger Lakes, New York** 2022  
 “Supervising and Leading to Create an Excellent Program Culture” Providing 5 trainings and 96 individual coaching sessions to Supervising and Leadership staff

**10<sup>th</sup> International Child and Youth Care Conference,** Canmore, Canada  
 October, 2012  
 “Establishing Yourself as a Supervisor”

**Renfrewshire Residential Services, Glasgow, Scotland** June, 2021  
 “Professionally Packaging Your Supervisory Practice” (3 day training)

**Fortune Society, New York City** 2020-21  
 Four Day plus one day follow up for all management staff (4 different groups, then repeated for Executive staff: “Professionally Packaging Your Supervisory Practice”

**2021 Vision Conference on Resilience, Montreal, Canada (on Zoom)** February, 2021  
 “Discovering More About Ourselves: Self-Awareness in the Workplace”

**Unity Through Relationship Conference, Dublin, Ireland** November, 2019  
 “Cultural Appreciation: Capturing the Many Colors, Rhythms, Nuances, and Traditions to see the Beauty in Another’s Culture”

**Ontario Provincial Child and Youth Care Conf., Peterborough, Ontario** June, 2019  
 Learning to focus in on “Cultural Appreciation”: The key to engaging, and delivering quality services, to children and families”

**Allambi Care, Newcastle, Australia** February, 2019  
 “The Real “Money in the Bank”: Building Relationships with Children”

**Tusla Child and Family Agency, Swords, Ireland** November, 2018  
 ““Cultural Diversity: A Thirst to Understand & Embrace Cultural Difference”

**Unity Through Relationship Conference, Dublin, Ireland** November, 2018  
 “Words We Use in Cultural Competence Trainings: Do They Unite Us or Merely Divide Us?”

**Unity Through Relationship Conference, Dublin, Ireland** November, 2018  
 One of 7 international panelists on Conference closing panel “Key issues for the future of Child and Youth Care work across the planet”

**Waypoints Services and Key Assets Services. St. Johns, Newfoundland, Canada** Oct. 2018  
 “Professionally Packaging Your Supervisory Practice” 3 days of training

**Chisolm Services and Nova Scotia Community College, Halifax, Canada** October 2018  
 “Professionally Packaging Your Supervisory Practice” 3 days of training

**Lad Lake Children’s Services, Milwaukee, Wisconsin** October, 2018  
 “Safety When Home Visiting and in the Field”

**Wisconsin Association of Child and Youth Care Practice, Milwaukee, Wisc.** October, 2018

*"Coaching Skills for Supervisors"*  
**Optimist Youth Homes, Los Angeles, California** **July, 2018**  
*"Cultural Diversity: A Thirst to Understand & Embrace Cultural Difference"*

**Canadian National Child and Youth Care Conference, Vancouver, Canada** **May, 2018**  
*"Transitioning to be a Supervisor"*

**3<sup>rd</sup> Child and Youth Care World Conference, Ventura, California** **January 2018**  
*"Attracting, Welcoming & Leading the Millennials: Child and Youth Care's Biggest Hope for Future Excellence"*

**Unity Through Relationship Conference, Dublin, Ireland** **Nov. 2017**  
*"The Real Money in the Bank: Building Relationships with Children in Care"*

**Texas Network of Youth Services Conference, Houston, Texas** **June, 2017**  
*"Power in Supervisory Relationships: Understanding the Parallel Processes That Are Created"*

**International Brotherhood of Electrical Workers Union** **October 2016 to Present**  
 Delivered 16 trainings on *"Becoming a More Culturally Competent Supervisor"*

**Unity Through Relationship International Conference, Dublin, Ireland** **Nov. 2016**  
*"Building Supervisory Relationships with the Millennial Generation"*

**2<sup>nd</sup> Child and Youth Care World Conference and FICE Congress, Vienna, Austria** **Aug. 2016**  
*"Supervisory Relationships with the Millennials: Bridging the Generation Gaps"*

**2<sup>nd</sup> Child and Youth Care World Conference and FICE Congress, Vienna, Austria** **Aug. 2016**  
 Chaired panel on *"Re-examining Coercive Practices": Reducing Restraints and Seclusion"*

**Texas Network of Youth Services Special Institute Presentation** **August, 2016**  
*"Leading the Change from Control to Collaboration: Reducing Restraints of Children"*

**Texas Network of Youth Services, Houston, Texas** **August, 2016**  
*"Supervisory Relationships with the Millennials: Bridging the Generation Gaps"*

**Wisconsin ACYCP Conference, Milwaukee, Wisconsin** **June, 2016**  
*"Critical Thinking Leadership: Striving for Excellence"*

**Canadian National Child and Youth Care Conference, Halifax, NS** **May, 2016**  
*"Supervision and the Millennial Generation: Bridging the Generation Gap"* and *"Beyond Physical Restraint: Re-examining Coercive Practices"*

**California Behavioral Services Conference, Los Angeles, California** **November, 2015**  
*"Professionally Packaging Your Supervisory Practice"* and *"Safety in the Field"*

**Manitoba Association of Child and Youth Care Conference, Winnipeg, Canada** **Oct. 2015**  
*"Critical Thinking Leadership...Striving for Future Excellence"*

**Alta Care Resources, Edmonton, Canada** **October, 2015**  
*"Professionally Packaging Your Supervisory Practice"* (2 day course)

**Texas Network of Youth Services Conference, San Antonio Texas** **August 2015**  
*"Critical Thinking and Leadership...Striving for Future Excellence"*

**Casa Pacifica Centers for Children and Families, Camarillo, California** **July, 2015**  
*"The Next Step: Refining Your Leadership Skills and Enhancing Your Career"* (three day course)

**Don Bosco Care, Dublin, Ireland** **June, 2015**  
*"Effective and Honorable Leadership in Challenging Times"*

**Scottish SIRCC National Conference, Glasgow, Scotland** **June, 2015**  
*"Making the Transition to Being a Supervisor: Foreseeing, Understanding and Navigating the Road to Supervisory Excellence"*

**Ontario Association of Child and Youth Care Practice, Toronto, Canada** **May, 2015**  
*"Defining Supervision in a Professionally Packaged Way"*

**Wisconsin Association of Child and Youth Care Conference, Milwaukee, Wisc.** **April, 2015**  
*"Defining Supervision in a Professionally Packaged Way"*

**19<sup>th</sup> Canadian National Child and Youth Care Conference, Moncton, Canada** Sept. 2014  
*"Effective and Honorable Leadership in Challenging Times"*

**B&L Resources, Winnipeg, Canada** September, 2014  
*Five day course "Professionally Packaging Your Supervisory Practice"*

**NY Association for Community Living Mid-Hudson Conference, Saugerties, NY** June 2014  
 Featured all-day speaker *"Professionally Packaging Your Supervisory Communication Skills"*

**Scottish SIRCC National Conference, Edinburgh, Scotland** June, 2104  
*Moderated International panel "The Island Can Be Lonely: Leading and Learning"*

**Ontario Provincial Child and Youth Care Conference, Kingston, Canada** June, 2014  
*"Beyond Cultural Diversity: Delivering Culturally Competent Services to Children and Families"*

**YAI International Conference on Disabilities, New York, NY** May, 2014  
*"Ethics and Supervision"*

**Palladia, Inc., Manhattan, New York** April, May 2014  
*Delivered 16 day training series—topics: "Customer Service Skills", "Managing Change", "How to Supervise a Superstar", and "Crisis Intervention and De-escalation Skills"*

**Casa Pacifica Center for Children and Families, Camarillo, California, March 2014, December 2014**  
*"Professionally Packaging Your Supervisory Practice" (3 day course)*

**Connections Individual and Family Services, New Braunfels, Texas** March, 2014  
*"Crisis Intervention and De-Escalation Skills" and "Professionally Packaging Your Supervisory Practice"*

**New York State Public Welfare Administrators Conference, Albany, NY** January, 2014  
*"Effective and Honorable Leadership in Challenging Times"*

**Casa Pacifica Center for Children and Families, Camarillo, California** December, 2013  
*"Professionally Packaging Your Supervisory Practice" (3 day course)*

**Texas Child Care Administrators Annual Conference, Dallas Texas** October, 2013  
*"The Art of Constructive Confrontation for Supervisors"*

**New York State Office of Children and Family Services** March, 2013-Nov. 2013  
*Series of Skills Clinics and Supervision Trainings in Support of BASSICS Project*

**Oklahoma DHS Office of Advocacy Annual Retreat, Norman, Oklahoma** September, 2013  
*"Visualizing Success and Moving Forward Through Changing Times"*

**Texas Network of Youth Services Conference, San Antonio, Texas** August, 2013  
*"Balancing Power in the Supervisory Relationship"*

**Jen's Place, Toronto, Canada...All Day CYC Training** July, 2013  
*"The Real 'Money in the Bank': Building Relationships with Children in Care"*

**2013 World Child and Youth Care Conference, St. Johns, Newfoundland** June 2013  
*"Navigating the Crossroads of Your Career and Practice: Owning Your Own Supervision" and "The Island Can Be Lonely: Leading During Uncertain Times"*

**Good Shepherd Services, Bronx, NY** July thru September 2013  
*Nine day training series "Professionally Packaging Your Supervisory Practice"*

**YAI International Global Summit on Disabilities, New York, NY** May, 2013  
*"Balancing Power in the Supervisory Relationship"*

**Manitoba Association of Residential Treatment Resources, Winnipeg, Canada** April, 2013  
*"Professionally Packaging Your Supervisory Practice: The Next Step"*

**Harris County Children's Services, Houston, Texas** February, 2013  
*Managing Organizational Change and Moving From a Control to Collaborative Approach with Children*

**Palladia Inc. New York, NY** November 2012 thru January 2013  
*12 Day training series on Writing Skills, Constructive Confrontation, Leadership and De-escalation*

**COFCCA Downstate Child Care Conference, New York, NY** October 2012



*"It is Not All About Behavior Understanding the Impact of Trauma on Children*  
**10<sup>th</sup> International Child and Youth Care Conference, Canmore, Canada**      **October, 2012**  
*"Games People Play in the Supervisory Relationship"*

**New York State Disabilities Association Summit Conference, Albany, NY**      **Sept. 2012**  
*"Professionally Packaging Your Supervisory Practice"*

**University of Texas Facilities Supervisors, Austin, Texas**      **August, 2012**  
*"The Next Step: Professionally Packaging Your Supervisory/Leadership Skills"*

**Texas Network of Youth Services Conference, San Antonio, Texas**      **August, 2012**  
*"The Art of Constructive Confrontation: Building a Professional Package"*

**Oklahoma Department of Human Services Family Support Supervisors Conference, Norman, Oklahoma**      **August, 2012**  
*"The Art of Constructive Confrontation: Building a Professional Package"*

**Young Adult Institute International Conference on Disabilities, New York, NY**      **May, 2012**  
*"Games Played in the Supervisory Relationship: The Modern Version"*

**Child and Youth Care Network International Clan Gathering, Paisley Scotland**      **March, 2012**  
*"Tips for Owning Your Own Supervision in Child and Youth Care"* (TED Talks format)

**Manitoba Association for Residential Treatment Resources, Winnipeg, Canada**      **Feb, 2012**  
*"Professionally Packaging Your Supervisory Practice—part 2"* (3 day course)

**Manitoba Association for Residential Treatment Resources, Winnipeg, Canada**      **Oct, 2011**  
*"Professionally Packaging Your Supervisory Practice—part 1"* (3 day course)

**Defining Our Tomorrows: Manitoba Provincial CYC Conference, Winnipeg**      **Oct, 2011**  
*"Avoiding Power Struggles with Children"* and *"Professional Boundaries for CYC Workers"*

**Quality in Alternative Care International Conference, Prague, Czech Republic**      **April, 2011**  
*"Using a Professional Package to Balance Power in the Supervisory Relationship"*

**Canadian National Child and Youth Care Conference, Winnipeg, Manitoba**      **May, 2010**  
*"Professionally Packaging Your Supervisory Practice"*

**Maryland Family Network Directors' Conference, Baltimore Maryland**      **February 2010**  
*"Professionally Packaging Your Supervisory Practice"* (all day, only first day presentation)

**Towson University Annual Supervision Conference, Towson, Maryland**      **January, 2010**  
*"Professionally Packaging Your Supervisory Practice"* (all day, only presentation at conference)

**9<sup>th</sup> International Child and Youth Care Conference, Ft. Lauderdale, Fla.**      **May, 2009**  
*"Defining Supervision in a Professionally Packaged Way"*

**Young Adult Institute International Conference on Disabilities, New York, NY**      **May, 2009**  
*"Building Your Professional Package: The Art of Constructive Confrontation"*

**Canadian National Child and Youth Care Conference, Prince Edward Island**      **Oct. 2008**  
*"Defining Supervision in a Professionally Packaged Way"*

**Towson University Annual Supervision Conference, Towson, Maryland**      **September 2008**  
*"Professionally Packaging Your Supervisory Practice"* (all day, only presentation at conference)

**Young Adult Institute International Conference on Disabilities, New York, NY**      **May, 2008**  
*"Defining Supervision in a Professionally Packaged Way"*

**University of Oklahoma National Resource Center (NRCYS) Tulsa, Oklahoma**      **April, 2008, April 2009**  
 Developed and delivered three day Supervisory Institute *"Developing Your Professional Package as a Supervisor"*

**University of Oklahoma Dept. of Human Services, Oklahoma City, OK**      **Nov. 2007, through present, (numerous presentations)**

Developed and delivered two day institutes on Blossoming Into a More Effective Supervisor and Building a Professional Package: The Art of Constructive Confrontation, Professionally Packaging Your Communication Skills as a Supervisor, etc.

**University of Oklahoma National Resource Center, Tulsa, Oklahoma** April, 2007  
Developed and delivered two day Supervisory Institute *"Developing Your Professional Package as a Supervisor"*

**Vatsalya , Help Us Help Children, Jaipur, India** March, 2007  
*"Defining Supervision in a Professionally Packaged Way"*

**Asha Deep Foundation, Delhi, India** March, 2007  
*"Professionalism and Responsibility in Our Work"*

**8<sup>th</sup> International Child and Youth Care Conference, Montreal Canada** October, 2006  
*"Using the Professional Package to Confront in a Culturally Sensitive Manner"*

**CWLA Competence on Call National Teleconference Series(featured presenter) July, 2006**  
*"Helping Supervisors Build Their "Professional Package": One Agency's Journey to Developing More Effective Supervisors"*

**Scottish Residential Child Care National Conference, Aviemore, Scotland** June, 2006  
*"Professionally Packaging Your Power in the Supervisory Relationship" and "Around the World in 30 Minutes" Closing Ceremony*

**Ontario Child and Youth Care Conference, Hamilton, Canada** June, 2005  
*"Building that Professional Package: The Art of Constructive Confrontation"*

**Northern California Art Therapy Conference, Monterey California** June, 2005  
*"Blossoming Into a More Effective Supervisor"*

**Child Welfare League of America National Conference, Washington, DC** March, 2005  
*"Building that Professional Package: Learning to Confront Constructively"*

**American Art Therapy Association National Conference, San Diego, Ca.** November, 2004  
*"Blossoming Into a More Effective Supervisor"---advanced practice all day workshop*

**Canadian National Child and Youth Care Conference, Calgary, Alberta** October, 2004  
*"Beyond Cultural Diversity: Moving Along the Road to Delivering Culturally Competent Services"*

**CWLA Walker-Trieschman Center National Conference, Atlanta, Ga.** May, 2004  
*"Finding Better Ways National Conference" "One Agency's Continuing Journey to Developing More Effective Supervisors"*

**7<sup>th</sup> international Child and Youth Care Conference, Victoria, British Columbia** Aug, 2003  
*"Beyond Cultural Diversity: Moving Along the Road to Delivering Culturally Competent Services"*

**Ontario Child and Youth Care Conference "Winds of Change", Kingston, Ont.** June, 2003  
*"Beyond Cultural Diversity: Moving Along the Road to Delivering Culturally Competent Services"*

**Child Welfare League of America National Tele-conference Series** May, 2003  
Presenter/panelist *"Retention of the Best and Brightest"*

**CWLA Walker-Trieschman Center National Conference, Los Angeles, California.** May, 2003  
*"Finding Better Ways" national conference, "Beyond Cultural Diversity: Where the Road to Cultural Competence Meets a Child in Crisis"*

**Child Welfare League of America National Conference, Washington, DC** February, 2003  
Presented workshop *"One Agency's Journey to Developing More Effective Supervisors"*

**Canadian National Child and Youth Care Conference, St. John's, Newfoundland** Oct. 2002  
Presented workshop *"Beyond Cultural Diversity: Moving Along the Road to Delivery of Culturally Competent Services"*

**COFCCA Annual Conference, Syracuse, NY** June 2002  
*"Avoiding Power Struggles with Children" and "Constructive Confrontation Skills for Supervisors"*

**CWLA Walker-Trieschman Center National Conference, St. Louis, Missouri** June 2002

"Finding Better Ways" National Conference, presented "*Constructive Confrontation as a Retention Tool*"  
**St. Francis Foundation, St. John's Newfoundland** **August, 2003**  
*"If I Could Supervise My Supervisor..."*

**Institute Regional du Travail Social Aquitaine, Bordeaux France** **Spring 2000**  
*"Crisis Intervention Skills"*

**Reeducation des Enfants et Adolescents de la Gironde, Bordeaux, France** **Spring 2000**  
*"Crisis Intervention Skills"*

**Child Welfare League of America National Conference, Washington, DC** **March 2002**  
*"Beyond Cultural Diversity: Moving Along the Road to Delivery of Culturally Competent Services"*

**CWLA Walker-Trieschman Center National Conference, Dallas, Texas** **May 2001**  
 "Finding Better Ways" National Conference, presented "*Beyond Cultural Diversity: Moving Along the Road to Delivery of Culturally Competent Services*"

**JBFCS Martha Selig Educational Institute, Hawthorne, NY** **1993-2005**  
 Presented workshop "*If I Could Supervise My Supervisor*" each year

**Ashalim Institute, Jerusalem, Israel** **February 2000**  
 Presented two 2-Day *Crisis Intervention* Workshops in Jerusalem and Tel Aviv

**CWLA Walker-Trieschman Center National Conference, Philadelphia, PA** **2000**  
 "Finding Better Ways" National Conference, presented "*Safety for the Worker in the Agency and in the Community*"

**California Services for Children Conference** **1994-97, 1999-2000**  
 Presented "*If I Could Supervise My Supervisor*" as well as workshops on Teambuilding and Crisis Intervention

**Maine Child Welfare Institute** **1994-2000**  
 Presented workshops on Crisis Intervention, Supervision, Conflict Resolution, Teambuilding

**6th International Child and Youth Care Conference, Cleveland, Ohio** **2000**  
*"Crisis Intervention: Remember the Child's Eyes are Closed"*

**11th Canadian National Child and Youth Care Conference, Halifax, NS** **Spring 1998**  
*"Crisis Intervention: Remember the Child's Eyes are Closed"*

**California Association of Private Educational Services, Pacific Grove, CA** **1998**  
*"Why are we doing this Anyway?"*

**Young Adult Institute International Conference on Mental Retardation and Developmental Disabilities, New York** **1998, 1997**  
 Supervision and Crisis Intervention Workshops

**Kibble Educational and Care Center, Paisley, Scotland** **June 1998**  
*"Crisis Intervention: Remember the Child's Eyes Are Closed"*

**5th International Child and Youth Care Conference, Toronto, Canada** **June 1997**  
*"Crisis Intervention: Remember the Child's Eyes are Closed"*

**1st International Conference on Residential Childcare, Glasgow, Scotland** **Fall 1996**  
*"Crisis Intervention: Remember the Child's Eyes are Closed"*

**National Resource Center for Youth Services National Conferences** **1992-94**  
 Presented workshops on Supervision and Crisis Intervention

**Distinguished Lecture Forum in the field of Psycho-Social Oncology-Cancer Care, New York** **1993**  
 Presented workshop on "*Dealing with the Aggressive Client*"

**"Before and Beyond Work Skills: A Purely Ego Supportive Work Program"**, Presentation of Paper at NASW National Conference, Philadelphia, PA **1988**

**"Japanese Management and Social Work: Why it Must be Considered"**, Presentation of Paper at NASW National Conference, New Orleans, LA **1987**

**\*\*presented at numerous other Conferences and agencies-more information on request**

### Additional Professional Activities:

2024-Present

2013-Present Board of Directors: Association of Child and Youth Care Practice

2009-2010 Member of training steering committee New York State Council of Family and Child Caring Agencies

2009-2011 Member of program committee COFCCA New York Downstate Conference

1999-2009 National Residential Advisory Board of Child Welfare League of America

2007-2009 Member of program committee for 2009 International Child and Youth Care Conference. Fort Lauderdale, Florida

2005-2006 Member of program committee for 2006 International Child and Youth Care Conference, Montreal Canada

2001-2012 CWLA Walker-Trieschman Center Master-Trainer

2004-2005 Member Board of Directors-American Board of Examiners in Clinical Social Work

2002-2003 National Task Force to revise the Child Welfare League of America "*Standards of Excellence for Residential Group Care in America*"

1999-2008 National Residential Advisory Board, Child Welfare League of America

1999-2005 National Advisory Board of CWLA Walker-Trieschman Center

1997-2002 Chairperson of Community Advisory Board, Westchester Community College Human Service Department

1991-2001 Advisory Board for State University of New York Child Welfare Certificate Program

1991-1997 Advisory Board for City University of New York Child Welfare Certificate Program

1994-1998 Co-Chair of Training Committee/Advisory Board for *Project Interface* of the Inter-Agency Council of Mental Retardation and Developmental Disabilities

1996-1997 Advisory Board, SUNY Stony Brook School of Social Welfare, *Working with the Violent Child in Residential Care*

1991 Certified Field Instructor for MSW Placements--completed SIFI at Hunter College School of Social Work

1991 Recipient of Achievement Award for Service to Children and Families from Westchester County Task Force on Child Abuse and Neglect

### **References furnished upon request**

