

# Carmen Robles

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## EDUCATION

- Licensed Clinical Social Worker 2019
- Masters in Social Work, San Diego State University 2004
- Bachelor in Liberal Arts and Sciences (Social Work) San Diego State University 1999
- Associates in Child Development, Southwestern Community College 12/1999
- Associates in Social work, Southwestern Community College 12/1996

## PUBLICATION

Ciro, D., Moreno, T., Ramos, A., Wilson, J., Samayoa, G., Barragan, S., Rodriguez, Y., Chilapa, Y., Morales, V., Pintor, E., & Robles, C. (In Press). Engaging Latino parents: An outcome evaluation of the Academia de Cultura Latina Para Padres. *Journal of Community Psychology*, May 2021

## PROFESSIONAL EXPERIENCE

**Part Time Lecturer** 08/2018 - Present

**San Diego State University, School of Social Work**

- SW 489 A/B Field Experience in Social Work

**Policy Analyst in Special projects team** 09/2022-present  
**County of San Diego Health & Human Services Agency: Child Welfare Services**

- Writes and updates CWS policies, procedures, program protocols and resource guides based on court practice, CWS policies, State and Federal regulations, data analysis of best practice, stakeholders' interests, and staffing levels.
- Researches and responds to program inquiries from CWS managers and staff.
- Trains and interprets policies and program protocols to SW.
- Monitors various CWS contracts, prepares contract amendments and provides technical assistance, training and program expertise to contract providers.
- Participates in CWS program development and community outreach activities.
- Participates in regional CWS meetings with State and California Welfare Director's Association (CWDA) representatives.
- Serves as liaison with other departments, divisions and/or community agencies.
- Plans, coordinates and facilitates CWS community collaboratives, meetings and public forums; develops community resources.

**Protective Services Supervision Worker in the Placement Unit** 09/2016 – 9/2022  
**County of San Diego Health & Human Services Agency: Child Welfare Services**

- Consult with staff regarding placement decisions, case practice, case status, referrals, and progress in cases.
- Responsible to evaluate staff's understanding of core competencies and facilitate trainings as needed.
- Review new cases and referrals and provide supervision to staff. Identify key factors and protective issues, conduct case reviews in accordance with program directives.
- Utilize Safety Organized Practice and SDM in case practice and decision-making.
- Supervise the placement unit, Emergency response/Continuing Services PSW's in the absence of leadership staff

- Created, developed, and implemented simulation for interns to experience in-vivo the role of a SW in CWS to prepare/develop the students.
- Provide group supervision to the group of Interns (created, developed orientation to CWS 101, Continuing services 101, Why and what is policy) Supervised BSW/MSW Interns 2009-2021 as a Field instructor.

**Senior Protective Services Worker**

**8/2015-9/2016**

**County of San Diego Health & Human Services Agency: Child Welfare Services**

**Continuous Quality Improvement Unit**

- Title IVE retention Stretch project presentation and discussion (project for the CCWS Leadership Series focusing on our internship program and the retention of our interns)
- Provide cultural sensitive services to a diverse population of clients; maintain empathy for families and clients throughout the CFSR while assessing the implementation of practice.
- Knowledgeable in policies and procedures as it pertains to Child Welfare Services. Analyze complex information on various levels as it pertains to our responsibilities as SPSW in the CQI Unit.
- Certified by the State to complete Child Family and Service Review (CFSR). Review CSFR cases, interview family members, stakeholders, as well as Protective Services workers that were assigned to the family.
- Create tools to assist with the new CFSR Federal Case Reviews
- Apply Safety Enhanced Together (SET) tools to either cases or referrals to assess how the County/PSW's are adhering to our practice framework when working with families and stakeholders. These case reviews allow us to identify trends, training needs, what is working well, or how we enhance a certain practice
- Attend various meetings, involved in subcommittees, and participate in the Simulations for new workers
- Translate documents into Spanish, including policy-related forms and/or documents that are not available in Spanish
- Extensive research in preparation of a project regarding children involved in CWS who have not achieved timely permanency.

**Senior Protective Services Worker, Community Outreach/CS worker, Intern Supervisor 10/2009-8/2015**

- Continuing Services Worker, work with family reunification, family maintenance, Permanent Planning families.
- Attended and represented the agency at various community events, meetings, subcommittees.
- In the absence of the supervisor, I attended/facilitated case consultation (MDT/CFT) meetings, reviewed reports, case plans, and other CWS documents for accuracy and compliance with state law, and policy and procedures
- Lead Field instructor for Central Region, oversee the intern group during group supervision as well as plan trainings for all Interns in Region

**Senior Protective Services Worker, Voluntary Services Worker**

**4/2006-10/2009**

- Voluntary services worker, investigate referrals, assess for risk and determine level of intervention needed.
- Provided feedback to supervisors pertaining to the job performance of PSWs
- Ensured compliance with policy and best practice

**Protective Services Worker, Voluntary and Continuing Services**

**11/2000-4/2006**

**Protective Services Worker I (11/2000-9/2004), Protective Services worker II (9/2004-4/2006)**

- Continuing Services worker, IS-IRS, Voluntary Services- worked with families in family reunification and maintenance status
- Crisis intervention by assessing risk and safety to determine level of intervention
- Referred families to appropriate resources and services to help families meet case plan goals
- Prepared court reports, case plans and case management

***Relevant Experience***

**Clinical MSW Intern** at UCSD Hospital in the SW dept., supervision by Loretta Swanegan 1/03-6/03  
200 West Arbor Drive, San Diego CA 92103

- Interned in the High Risk clinic at UCSD Hospital

**PROFILE & SKILLS**

- Fluent in Spanish (Read/Write/Speak)
- Coursework completed in: social work practice in child welfare, cultural pluralism, methods of social work research, social policies & social issues, social work practice: family issues, micro/macro social work practice skills, human behavior and environment