

Carmen Robles

Undergraduate Field Education Coordinator

Cal IV-E BASW Coordinator

Lecturer, Field Faculty

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Accomplished Licensed Clinical Social Worker with experience in analyzing policy and as a university lecturer. Demonstrated proficiency in reviewing regulations, legislation, and policies surrounding Child and Family Well-Being practices (known as Child Protective Services), coupled with practical experience in direct practice. Committed to serving and empowering underserved populations including students in the social work realm by fostering an inclusive learning environment. Dedicated to leveraging innovative teaching methods and collaborative approaches to inspire student success and strength-based approach in social work. Exceptional communication, interpersonal skills, critical thinking and multi-tasking abilities.

SKILLS

- **MULTICULTURAL COMPETENCY**
- **COLLABORATIVE RELATIONSHIPS**
- **EMPATHETIC AND RESILIENT LEADERSHIP**
- **ADAPTABLE AND CREATIVE**
- **POLICY AND LEGISLATIVE EVALUATION AND KNOWLEDGE**
- **ANALYTICAL SKILLS**

EDUCATION

2004	Master of Social Work, San Diego State University
1999	Bachelor of Arts in Liberal Arts and Sciences SW, San Diego State University
1999	Associate in child development, Southwestern Community College
1996	Associate in social work, Southwestern Community College

LICENSURE STATUS

Licensed Clinical Social Worker, 88024 3/31/2026

LANGUAGES

Spanish (Native/Bilingual)

PUBLICATION

05/2021	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
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PROFESSIONAL EXPERIENCE

08/01/25-present	Cal IV-E BASW Coordinator <i>San Diego State University, School of Social Work</i>
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- 08/19/24-Present **Undergraduate Director of Field Education/ Undergraduate Field Education Coordinator**
San Diego State University, School of Social Work
- 08/2018 - Present **Lecturer - Part Time**
San Diego State University, School of Social Work
- SW 489 A/B Field Experience in Social Work
- 09/2022–
12/15/24 **Policy Analyst- Special Projects**
County of San Diego Health & Human Services Agency: Child and Family Well-Being Department
- Writes and updates CFWB 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.
 - Oversee policies specific to Indian Children (ICWA)
 - Researches and responds to program inquiries from CWS managers and staff.
 - Trains and interprets policies and program protocols to SW.
 - Monitors various CFWB contracts, prepares contract amendments and provides technical assistance, training, and program expertise to contract providers.
 - Participates in CFWB program development and community outreach activities.
 - Participates in regional CFWB 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 CFWB community collaboratives, meetings and public forums; develops community resources.
- 09/2016 - 09/2022 **Protective Services Supervisor - in the Placement Unit and Continuing Services**
County of San Diego Health & Human Services Agency: Child and Family Well-Being Department
- 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 CFWB 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.

08/2015 - 09/2016 **Senior Protective Services Worker- Continuous Quality Improvement Unit**
County of San Diego Health & Human Services Agency: Child and Family Well-Being Department

- 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 culturally 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.

10/2009 - 08/2015 **Senior Protective Services Worker - Community Outreach/Continuing Worker/Intern Supervisor**
County of San Diego Health & Human Services Agency: Child and Family Well-Being Department

- 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 CFWB 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

4/2006 - 10/2009 **Senior Protective Services Worker, Voluntary Services Worker**

County of San Diego Health & Human Services Agency: Child and Family Well-Being Department

- 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.

09/2004 - 04/2006 **Protective Services worker II**

11/2000 - 09/2004 **Protective Services Worker**

Voluntary and Continuing Services

County of San Diego Health & Human Services Agency: Child and Family Well-Being Department

- 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

INTERNSHIP

1/2003-6/2003

Clinical MSW Intern

UCSD Hospital in the Social Work Department
200 West Arbor Drive, San Diego CA 92103

- Supervision completed by Loretta Swanegan
- Worked with High-Risk patients

ACCOMPLISHMENTS & HONORS

2024	Employee recognition for going above and beyond in supporting and dedication of the CWS Internship program.
2020	Certificate of Appreciation for her contribution to the ARTS Pilot Project and program development
2019	Guest Speaker for the National Director of Instituto Colombiano del Bienestar Familiar, the Director of Asociacion Creemos en Ti (Administrators) on Commercially Sexually Exploited Children
2019	Above and Beyond award SDSU for providing Outstanding Field Instruction to SW Interns
2018	Assisted in the implementation of the Escuelas Salud Mental Educaciones Recursos Académicos (ESMERA) Project.
2017	Public Child Welfare Training Academy for completion of Supervisor Core
2016	CCWS Leadership Development Series participation
2013	23 rd Annual Jay Hoxie Nominee