

CONGRATULATIONS

DCFS ALL STARS

DIRECTOR'S EMPLOYEE RECOGNITION AWARD WINNERS

April 2011

Outstanding Direct Service Staff

Jackie Estrada, CSWIII

D-Rate Program, Lancaster

Jackie Estrada, CSW III, has a total of 26 years of County service, 15 with DCFS. Since 2007, she has worked as the D-Rate Evaluator in the Palmdale office. She consistently goes above and beyond to assist not only her immediate colleagues in the D-Rate program, but also the Lancaster Regional staff and other regional offices as needed. Originally, the D-Rate program entailed assessing and re-evaluating the caregiver's D-Rate status and the children's eligibility for placement at the D-Rate level. The program has since evolved and now includes: attending TDMs, hosting hospital discharge teleconferences, writing Psychotropic Medication Authorization reports to Court, monitoring specialized placements for children in non-contracted DCFS placement, assisting with finding placements for children with special behavior and emotional needs, teaming with all relevant staff to ensure that children are linked to mental health services, and other special assignments from the Office of the Medical Director involving high profile children. Through all the program changes, Jackie has demonstrated flexibility, team spirit, dedication, and leadership while producing quality work, quality services, and always going the extra mile to complete all assignments within the required time frame.

In the past year, the D-Rate program was assigned to complete Cognos reports for all children on psychotropic medication placed through a Foster Family Agency. Ms. Estrada wrote 39 reports in a one-month period and upon completing her work took the initiative offering to assist her D-Rate colleagues in completing any outstanding reports to ensure the deadline was met.

Jackie is held in high regard at the regional level evidenced by the Lancaster Regional Administrator submitting a written request to the D-Rate Administration specifically requesting that she be approved to assist the Lancaster staff in cleaning-up ER referrals over 30 days.

The D-Rate program was also assigned to provide assistance with closing ER Referrals over 60 days with the expectation that each D-Rate Evaluator close 5 referrals. Ms. Estrada assisted the Lancaster office closing a total of 14 referrals and then took on additional referrals as well. Ms. Estrada received a commendation from a Lancaster ER SCSW who wrote, "I would like to commend Jackie Estrada for helping my unit with the ER over 60s. All the work she has submitted has thorough documentation is concise and easy to understand. She

goes out of her way to track down collaterals and obtain important documents. She is fabulous and I feel privileged that she is willing to help my unit. Jackie I want you to know that you are very much appreciated. Kudos for a job well done!!!”

Another example of Jackie’s exemplary work was her role in assisting a Lancaster regional CSW in locating an appropriate placement for an extremely challenging youth. She played a vital role in facilitating discussions amongst all key players assuming a leadership role as the point person for all follow-up inquiries.

Jackie has also been a mentor for the P3 program since 2005 and continues to mentor the same youth for the past 6 years.

The Quality Service Review/Coaching-Mentoring section will soon be going to the Lancaster office and in compiling a team to participate in the QSR and Reviewer Training, Jackie was identified by the CSAT Program Manager as a valuable participant and referred to as the “D-Rate Evaluator extraordinaire.”

As evidenced by the aforementioned examples, receiving recognition and going above and beyond the call of duty is the “norm” for Jackie. She is truly a valued team player at all levels and a tremendous asset to DCFS and the children and families she serves. Her work ethics, commitment, team spirit, dedication, enthusiasm, leadership, and advocacy are admirable characteristics we all should strive to emulate. Her contributions are all towards achieving the DCFS goal of increasing safety for our children. As such, it is with great pleasure that we honor Jackie Estrada for the April 2011 DERA Award for Outstanding Direct Service Staff.

Outstanding Team Staff

DCFS CSAT Team

Pomona

Rosa Agredano, Delores Flannigan, David White, Felicia Brooks

The Pomona CSAT Team is a well-functioning partnership between DCFS and DMH staff. Rosa Agredano, Pomona's MAT Coordinator and CSAT Service Linkage Specialist, and Delores Flannigan, Pomona's CSAT support specialist, work closely with Anabel Rodriguez, Supervising Psychiatric Social Worker over Pomona's DMH Specialized Foster Care Program in implementing the highly effective CSAT-Redesign. Each member of this team is committed to meeting the mental health and permanency needs of the children that they serve. That commitment is evident in the data. Since December 2010, Pomona's first CSAT-Redesign month, Pomona's cumulative mental health screening rate for children, rate of referral to DMH, and rate of mental health services has been 100%.

With creativity, constant communication, airtight monitoring and control systems, and a blatant disregard for whatever obstacles the system presents, Rosa, Delores and Anabel have led efforts to identify children who need mental health services as well as connect them to these services.

Rosa and Delores personally engage case-carrying CSWs to support and facilitate timely, high quality mental health screenings along with the collection of critical case records and information.

Anabel and her DMH clinicians, through their quick review of case records and discussions with CSWs, parents and caregivers, determine acuity levels for children on the same day they receive the referral. Collectively, they work with case-carrying staff to resolve eligibility issues, get the necessary consents for treatment, provide crisis intervention, and make the right mental health linkages.

The way that this team works together and engages staff, families and community partners in the service of children represents cross-agency collaboration and teaming at its best. Congratulations to the Pomona CSAT Team for its outstanding efforts in servicing our youth.

Outstanding Support Service Staff

Natalya Cordova, ITC

West Los Angeles

Natalya Karlova is a highly competent professional who exceeds her regular duties in order to assist CSWs and others to quickly and efficiently serve the needs of our children, families and the Court. Natalya emigrated from Russia to the United States in 1994 with her husband and daughter without even knowing how to speak English! After learning English, and taking business administration courses, Natalya started her career with DCFS in 2007 as a Unit Clerk.

Natalya displays a "what can I do for you attitude" when it comes to supporting DCFS staff, especially CSWs. Her thorough knowledge of DCFS policies allows her to understand what CSWs need to quickly resolve a child/family crisis. Natalya works quickly to effectively resolve conflicts to mitigate safety concerns. Natalya is especially cognizant of how important DCFS court reports are and seeks to ensure that they comply with Court orders with the proper documentation. Natalya is always assisting CSWs with her computer skills to quickly write Court reports, while acquiring vital documentation, inputting and editing children's pictures into the CWS/CMS system so a current photo of each child is always available. When necessary, she immediately provides what Court requests in order to eliminate costly Court sanctions against DCFS. Natalya works diligently to ascertain what the Court wants making sure she quickly faxes over the requested information which may prevent a child from entering another placement, or expedite permanency.

Natalya's work ethic, attitude and excellence epitomizes the importance of team work and the successes that follow. Her professionalism makes DCFS a more effective, successful agency and we all benefit from her commitment. She also teaches computer skills to other staff. Her helpfulness is greatly valued by all staff and significantly reduces unit stress levels.

Natalya Karlova is a tremendous asset to our Department and is deserving of the April 2011 DERA Award for Outstanding Support Service Staff.

**An Outstanding Colleague
Of Yours Could Be the Next Winner.**

NOMINATE Someone NOW!