

CONGRATULATIONS

DCFS ALL STARS

DIRECTOR'S EMPLOYEE RECOGNITION AWARD WINNERS

July 2010

Outstanding Administrative Manager

Tiffany Collins, CSA II

Santa Fe Springs

Tiffany Collins, P3 Project Manager (CSA II), has been with DCFS for approximately 16 years, distinguishing herself in every section she has served. She routinely provides an exceptional effort in meeting Department goals and ensuring the safety of our children.

Prior to her current position, Tiffany served as an ASFA Supervisor, training new hired staff in all areas of the Department's policies and procedures, including the use of the computer programs relating to home assessments. She was also instrumental in formulating changes in the training of ASFA staff.

In 2004, Tiffany was asked by the Director to head a new program, the Permanency Partners Program (P3). The premise of the P3 program, family finding, was a novel notion for DCFS. Although there was no staff, budget, policy or procedures in place, Tiffany developed the program from the ground floor winning accolades throughout the County. The P3 Program has over 100 staff, whose primary goal is to assist in finding connections for children ages 12 to 18, with a permanent planned living arrangement. In 2006, the P3 program received the Achievement Award from the National County Association for improving the lives of children. The P3 Program also received the Annual Productivity Award in 2006 from the Board of Supervisors, for quality work in providing services to children who have no permanent connections.

Tiffany has created a training module for the P3 workers and general staff on the importance of permanent connections and how they may be best achieved. She instills in her staff a passion for their work. Additionally, she provides a supportive environment for her P3 workers as well as her administrative staff. P3 workers have facilitated many sibling connections for children that were previously adopted. Tiffany has researched the legal ramifications of providing connections to adopted children.

Here are just a few examples of her staff following through on the commitment to find connections for every child in the P3 Program: A mother, missing for 10 years, was last seen at a family dinner, where she and the father had a violent argument. Her children were referred to P3 to find connections for all 6 of her children. The court, all prior CSW staff, and family members, had no record of mother's whereabouts. P3 Staff located the mother under a Jane Doe name in a

hospital, just 20 minutes from the location of her family and she has been reunited with both her minor and adult children. On another case, a teenager lived about 100 miles from where his family last lived in Pasadena, approximately 10 years ago. His P3 worker drove him to Pasadena, found a familiar street and started knocking on doors seeking information. Through the efforts of the P3 worker and section they were successful in locating family members with whom the young man was reunited.

Congratulations to Tiffany Collins, DERA winner for Outstanding Administrative Manager.

Outstanding Direct Service Staff

Joseph Santana, CSW I

Metro North

Joseph Santana is being recognized for the incredible work he did on a particular case as a treatment CSW at the Metro North office.

Krysten, a nine-year-old girl, was dropped off at the DCFS office by her unrelated caregiver. Her mother, who suffered a chronic mental illness, had abandoned her, and was nowhere to be found. Her father was also unknown. One day, Joseph received a call from a storage facility manager planning to auction off the mother's belongings. Joseph and the former caregiver went to the storage unit to see if they could find some clue as to where the mother might be, or who the father was. He also wanted to see if there was anything the child Krysten might want before the storage company discarded the belongings. While reviewing documents found in storage, Joseph came upon some incredible information—the father's name and identifying information. Joseph initiated a search, and he located the father who was living in England. The father had been searching for Krysten for 5 years! Imagine his surprise when he was contacted by Joseph about his daughter. He was desperate to know how she was, and to have her back in his life.

At this time, Krysten was in a matched foster-adopt home with a wonderful caregiver who wanted to adopt Krysten. Joseph was able to explain to her in a thoughtful and sensitive way that the Department would help Krysten reunite with her newly found father. Joseph's handling of the situation allowed the foster-adopt caregiver to face the situation selflessly. It surely had an incredible affect on Krysten's self-esteem and identity. Prior to this, Krysten was a very shy and quiet child who had no friends or connections with anyone. She was like a "lost soul". Krysten is now blossoming into a self-assured young girl who has many friends, and speaks up for what she wants.

Joseph arranged for Krysten and her father to communicate to reestablish their relationship. A visit in California took place, and then Krysten was sent to England for an extended visit. A slight complication occurred when Krysten's mother reappeared, and wanted to reunify with Krysten. Joseph was strongly committed to the goal of obtaining permanence for Krysten and protecting her

from further neglect and abuse, and while difficult and challenging, he continued with the plan of FR with the father, due to the mother's continued instability. As a result, on September 10, 2010, Krysten left the foster care system and reunited with her father and dozens of excited extended paternal family members in England. She will enjoy a life filled with love and the knowledge that she is wanted and treasured. Joseph Santana is to be commended for his diligence and perseverance with a very challenging but ultimately extremely rewarding case. His work on this case, as well as many others, should serve as a model for all CSWs to emulate.

Outstanding Support Service Staff

Evelyn Hoskins, SrTC

Glendora

Evelyn Hoskins is a unit clerk for the Dependency Investigations unit in the Glendora office who provides great support for the unit and is readily available to handle any tasks given to her from staff. She is always busy batching court reports, photocopying attachments for reports, answering calls from court and assigning cases to the DI unit. She maintains a positive attitude and is often heard to say, "I am here to work and get the job done".

As a senior clerk, she is often in charge of other clerks from the Emergency Response unit and delegates tasks appropriately to ensure that the Emergency Response section is fully covered by clerical staff. The DI units in the Glendora office feel that Evelyn is the "glue" that keeps the DI units running smoothly. She communicates well and gets along with her colleagues. Evelyn reviews court packets from the mail and will notify the DI supervisors if she feels the court packets belong to another office or CSW. Evelyn takes pride in her work ethic and being a team player for the DI units in Glendora. Congratulations to Evelyn Hoskins, the July 2010 DERA Award winner for Outstanding Support Service Staff.

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

NOMINATE Someone NOW!