

# SHELLY PAULE, MSW, LCSW

## Areas of specialty

- San Diego County Health and Human Services Agency Child Welfare Services leader - 24 years
- SDSU School of Social Work and School of Public Health Lecturer
- Child Adolescent Needs and Strengths (CANS) certified trainer, consultant and coach
- Utilizing data to drive discussions, strategic review of trends to guide training and provide support to staff while ensuring the focus remains on the children and families we serve.
- Working collaboratively with large groups to address areas of needs and strengths to build relationships with staff, community and partners to ensure positive outcomes.
- Effective communication at all levels using a strengths-based approach
- Creation of Child Welfare Policy to ensure staff are in compliance with Federal, State and local expectations to ensure the effective provision of services to the children and families we serve.
- Child Welfare Practice including implementation, training, supervision, coaching, accountability, managing and Continuous Quality Improvement to ensure best practice for children and families.
- Trainer for Child Welfare Professionals across the State of California, speaker at national conferences on topics of Child Welfare Child Adolescent Needs and Strengths implementation

## EDUCATION

San Diego State University

May 1996 – Bachelor of Science in Psychology • May 1998 - Masters of Social Work

## PROFESSIONAL MEMBERSHIPS

- California Board of Behavioral Sciences
  - Licensed Clinical Social Worker #22449 – 2004 to present
- National Association of Social Workers

## SPECIALIZED TRAINING

- |   |                    |
|---|--------------------|
| <b>Inclusive Excellence Fellowship</b>  | <b>Summer 2022</b> |
| ● Led by the Center for Inclusive Excellence focused on creating a classroom where all students feel welcome, safe and supported using intentional effort and reflection on the part of the instructor. |                    |
| <b>Equity, Implicit Bias and Microaggressions</b>   | <b>Summer 2022</b> |
| ● Focus on ensuring understanding of equity, implicit bias and microaggressions in academia.  |                    |
| <b>Hispanic Serving Educator Faculty Learning Community</b>   | <b>Spring 2023</b> |
| ● Focus on understanding and supporting our Hispanic students to thrive in academia.  |                    |
| <b>Abelism 101 and 102</b>  | <b>Spring 2023</b> |
| ● Focus on supporting all students while ensuring their unique needs are met.   |                    |

### **Mid-City CAN Resident Leadership Academy**

**2021**

- The [Mid-City CAN Resident Leadership Academy](#) (RLA) is held once a year in City Heights. This program is an 8-week training open to San Diego County residents who want to build community power to improve the San Diego region. Mid-City CAN has trained over 100 San Diego County residents in community organizing and leadership skills. We look forward to working with them in their future leadership endeavors in our community.

### **University Experience:**

#### **Lecturer – San Diego State University**

**Fall 2021 to present**

- **School of Social Work**
  - SWork 750 - Field Practicum Masters Advanced Year
  - SWork 400 - Child Welfare Practice
  - SW 489 - Field Practicum
  - SW 410 - Interventions with Families
- **School of Public Health**
  - PH 402 – Public Health Communications – Spring 2023
- **First Year Experience – General Studies**
  - GS100C – Fall 2022
- **Responsibilities include:**
  - Teaching to ensure continuity with students including curriculum maintenance; innovation of content, curriculum assessment; and documentation.
  - Serve as field liaison between the Social Work program and field agencies and oversee students' educational focus in placements. Including participation in agency site visits and consulting with students and agencies to problem solve concerns, as needed.
  - Engaging students in learning by providing diverse course content including media that reflects the diversity of the student body
  - Providing relevant feedback, support, and guidance on areas of strengths or improvement.
  - Providing consistent office hours with flexibility for student's schedule
  - Assigning grades and provide relevant, substantive, and value-added feedback in a timely manner through the University based online classroom.
  - Participation in department meetings, trainings, and faculty development opportunities.
  - Mediate concerns between students and field instructors should they arise, ensuring Field Education Director is aware so they may aid in the process if necessary.
  - Perform other responsibilities as assigned by the Field Education Director and/or Program Director.

**Academy for Professional Excellence, SDSU** **2012 to Present**

Child Welfare Development Services (CWDS) and Responsive Integrated Health Solutions (RIHS):

- [Link to trainer biography](#)
- Adverse Childhood Experiences and Resiliency – Co-train with Aisha Pope, LCSW
- CORE Curriculum 3.0 trainer – Engagement Series
- CANS Super User Webinar lecturer – CANS conversations in the Child and Family Team (co-present with Eileen Quinn-O'Malley, LCSW)
- CANS Trainer including modules A, B, C, D and CANS recertification
- DSM for Social Workers – created curriculum to align with Social Worker Competencies

**UCLA Training Contractor** **April 2022 to Present**

- Child Adolescent Needs and Strengths (CANS) Trainer including modules A, B, C, D
- Social Worker CORE 3.5 Curriculum

**UC Davis – Trainer for Northern Counties Child Welfare** **September 2022 to Present**

- Provide County specific coaching on their Child Adolescent Needs and Strengths implementation
- Child Adolescent Needs and Strengths (CANS) Trainer including modules A, B, C, D
- Social Worker CORE 3.5 Curriculum
- CANS Coach and Consultant

**Ventura County Contractor – Consultant/Coach** **January 2023 to Present**

- CANS Conversations in Child and Family Team Meeting Consultant/Coach

**National/Statewide Trainings Provided in the past 5 years:**

- October 11, 2018 – Foster Care Services Committee – [Child and Family Team Meetings and CANS](#)
- April 3, 2019 – CANS Technical Assistance Presentation #2 – [San Diego County BHS/CWS Implementation of CANS Conversations](#) – time marker 46:30 to 1:23:23
- May 2019 – Children’s Mental Health Advocacy for Children and Youth – [Child, Family and Team \(CFT\) Meeting Facilitation Program](#)
- June 4, 2019 – [Child and Youth Specialty Mental Health Services Regional County and Provider Convening](#)
- July 9, 2019 – [Early Childhood Mental Health Conference Distinguished Speakers](#)
- September 2019 – [Child Welfare Services: Successful Reunification of Families](#)
- October 2019 – TCOM International Conference – [San Diego BHS and CWS Implementation of CANS Conversations in CFT Meetings](#)
- Publication by Shelly Paule – [Viva La CANS](#) – February 18, 2019, TCOM Publications
- April 2020 – RIHS Training – [CANS Overview and Certification for Behavioral Health Providers](#) - July 30, 2020 – [County of San Diego Children, Youth and Families Behavioral Health System of Care Council](#) - Presentation

- October 2020 – [CANS Provider Champion Award](#) – For her enthusiastic and innovative leadership of TCOM principles in San Diego County, California. Awarded at the TCOM International Conference (Transformational Collaborative Outcomes Management)
- November 13, 2020 – TCOM International Conference – [Virtual CANS Conversations in CFT Meetings](#)
- February 3, 2020 – CDSS Technical Assistance Call - [Partnership and Collaboration – CANS Conversations in CFT Meetings](#); pages 34 – 69
- April 29, 2021 – Children’s Mental Health Advocacy for Children and Youth – Diversity, Equity and Inclusion in Action
- June 15, 2021 – California Safety Organized Practice Conference – [Diversity, Equity and Inclusion in Action](#)
- October 6, 2021 – [Telehealth and CANS during the COVID-19 Pandemic](#)
- December 14, 2022 – Child Adolescent Needs and Strengths Convening guest speaker hosted by California Department of Social Service (CDSS)

## WORK EXPERIENCE

**County of San Diego Health and Human Services Agency Child Welfare Services**      **1998 - 2022**

**Health Planning and Program Specialist**      **October 2020 to Sept 2022**

- **Electronic Record Management Services (ERMS) project manager:**
  - Leading a team of 20 in the conversion of our cases from physical to electronic files,
  - Working collaboratively with our Information Technology team to ensure contract compliance, accuracy and ease of the application for Social Worker use and document access
  - Creation of an implementation plan to ensure successful roll out and training
  - Writing ERMS policy to ensure it is concise, accurate and clear for staff,
  - Creation of user guide for social worker’s ease of use during the transition to the new program, ○ Providing training and technical support to the 1500+ employees using the new system.
- **Remote Workforce project manager:**
  - Leading a team of 40 Child Welfare Employees in guiding the policy for our team to work remotely (post-pandemic) in a productive manner that continues to support the growth of our developing staff, meet the needs of the children and families we serve while allowing increased flexibility and working options to our team to increase retention and job satisfaction.
  - Writing the Remote Workforce policy to align with Federal, State and Local expectations in a manner that supports a productive and engaged workforce.
  - Working collaboratively with the staff, managers and executive team to ensure the policy meets expectations and aligns with the HHSA remote workforce policy
- **Diversity and Inclusion Child Welfare Services lead:**
  - Part of a four-person leadership team in charge of leading monthly meetings with our team to further our vision for creating an environment that allows every staff member to bring their authentic self to work every day.

- Creation a multi-point plan to focus on ensuring equal opportunities for mentoring, growth and development for staff of color, ensuring our leadership team is comfortable having uncomfortable or difficult conversations regarding issues of diversity with the team, providing training and support to staff.
- Support monthly Agency-wide meetings to ensure messaging is consistent and input is received from all levels of staffing.
- **Components for Effecting Clinician Experience and Reducing Trauma (CE-CERT):**
  - CE-CERT project manager who led the implementation, budgeting and training to provide trauma informed supervision to staff to increase retention, decrease symptoms of secondary traumatic stress and improve outcomes for staff and the children and families we serve.
    - CE-CERT includes five skill domains intended to reduce secondary traumatic stress (STS) in the workforce: Experiential Engagement, Decreasing Rumination, Conscious Narrative, Reducing Emotional Labor, and Parasympathetic Recovery.
    - CE-CERT trained over 800 participants at all levels of staffing

### **Policy Analyst**

**April 2018 – October 2020**

- Responsibilities include conversion of State Legislation to local policy and procedure to align with the law and State regulations to best meet the needs of the children and families we serve.
- Current special projects include CE-CERT roll out to provide trauma informed supervision to staff to increase retention, support, decrease symptoms of secondary traumatic stress and improve outcomes.
- CANS implementation lead: strategic review of State All County Letter and current practice, analysis of needed changes, workload impact, proposal to management, training plan, communication and messaging plan, collaboration with PCWTA CWDS, completed over 20 presentations on CANS for partners including Juvenile Court, attorneys/county counsel, and community partners including Cultural Brokers, monitoring and tracking.
- Areas of focus included Mental Health Services for children and adults, Child and Adolescent Needs and Strengths (CANS), Pathways to Well-Being, Wraparound, Child and Family Teams (CFT), Psychotropic Medication (JV220), Presumptive Transfer, Developmental Screening and Enhancement Program (DSEP), EPSDT and conservatorship. In this role I was responsible for:
  - Creating, reviewing and updating all Mental Health policies
  - Providing support, coaching and clear expectations to Behavioral Health Providers and Contractors encompassed by these policies
  - Source Selection Committee (SSC) member for behavioral health contracts, drafting and approving contract working as well as contract amendments, resolution of problems as they arose in conjunction with my partners at BHS, close monitoring and support mental health programs providing services to our families

### **Protective Services Program Manager – Central Region**

**November 2012 – April 2018**

- Manager over 10 direct reports, 112 indirect reports. Improved outcomes in Central Region by focusing staff on expectations, utilizing data, ensuring positive recognition for outcomes, open communication and consistent messaging at all levels
- Merged “Mid-City” and “Mills” into a unified Central Region under one building and successfully rolled out Neighborhoods for Kids (N4K) Central Region, which focuses on building relationships with Law Enforcement, Schools and Community Partners to improve outcomes for the children and families we

serve. Ensured success of these roll outs through strategic planning, ongoing communication with staff and gaining feedback before, during and after implementation, learning from other's best practices and messaging clearly and consistently to all parties.

- Lead on special projects including Central and South Regions Diversity and Inclusion Champion; Great Leader Academy Trainer since 2007, Central and South Regions Manager Boot Camp Creator / Cofacilitator; HEART lead for Central and South Region CWS

### **Protective Services Supervisor**

**July 2007 – November 2012**

- Programs supervised: Emergency Response, Court Intervention, Voluntary and Continuing Services
- Drug Endangered Children (DEC) supervisor all five years
- East Region lead on HHS Live Well San Diego Communication Team
- Improved outcomes to meet CWS expectations including closing referrals timely, ensuring quality of investigations/cases, SDM timelines met via individual supervision, coaching, team building and support
  - Provided supervision to BSW and MSW interns, LCSW Group and Individual Supervision

### **Senior / Protective Services Worker**

**July 1998 – July 2007**

- Programs worked: Residential Services, Institutions and Evaluations Unit (IEU), Emergency Response, Court Intervention, Voluntary and Continuing Services
- BSW/MSW Intern Supervisor for 20+ interns, East Region Intern Unit Supervisor (8 interns) two years;
- Provision of LCSW individual and group supervision since 2006, Training coordinator for East Region
- Standby worker for four years; worked complex cases included high profile fatalities
- Provision of services to families in a respectful, transparent and clear manner to ensure the safety and wellbeing of the children and families on my caseload
- Duties included in my role as an Institutions and Evaluations Unit (IEU) Unit:
  - Investigating and monitoring Foster Family Agency's (FFA's) and Short-Term Residential Treatment Providers (STRTP's) for contract compliance and allegations of abuse or neglect.
  - Initiated the FFA quarterly meeting to build relationships and transparent communication between FFA's and the County.
  - Training: After concerns arose with significant amounts of physical restraints of youth in group homes, I created a training regarding creation of Emergency Response Plans which youth created along with their case managers focused on ways to deescalate themselves (listening to music, going on a walk, etc.). Following the training and coaching several group homes were able to reduce their restraints by over 50% in the matter of a few months.
  - Completed annual site inspections to ensure compliance with their program statement and contract. These site inspections reviewed paperwork for compliance and accuracy, physical site inspections, conversations with staff and residents and resulted in recommendations and at times Performance Improvement Plans (PIP) to resolve concerns.
  - Investigated allegations of abuse or neglect by staff members to residents collaboratively with Community Care Licensing Investigators. These collaborative investigations at times led to concerns that resulted in the removal of a staff member from a program, Performance Improvement Plans or a request to decertify a home.

### **Individual, Conjoint and Family Therapist**

**March 2005 – March 2006**

- Provide individual, conjoint and family therapy under a one year part-time conjoint

- Completed over 120 intake assessments and provision of ongoing therapy
- Short and long-term Cognitive Behavioral Therapy to assist in improving wellbeing
- Collaborate with a treatment team including the staff Psychiatrist and other mental health professionals
- Was offered a full-time job at the end of the year contract but chose to stay with the County

### **Community Engagement:**

#### **San Diego State University**

- Graduate Social Work Association (GSWA) Faculty Advisor
- School of Social Work Life After Graduation Panel Presentation Coordinator – 2022 and 2023
- SW119 Guest Speaker - Child Welfare and Social Work - Professor Tamara Strohauer, MSW
- Professor Alice Kennedy - Capstone course Guest Speaker - CE-CERT implementation in CWS
- Collaborated with students completing research specific to Child Welfare Services including coordinating with data requests and presentations to the Policy and Program Support Division
- Guest lecturer for Tilisha Martin, MSW, J/D, providing overview of Child Welfare and program specific knowledge and information
- Guest lecturer for Linda L. Newell – SW 489 Field Lab Class – Child Welfare Services Overview

#### **Field Instructor, BSW and MSW Students**

- Field Instructor for SDSU, CSU San Marcos, CSU Long Beach
- Provide supervision to more than 40 BSW and MSW interns between August 2000 and present

#### **Alumni Mentoring Program, SDSU**

- Provision of mentoring to undergraduate student via Alumni Mentoring Program

#### **Awards/Publications**

- HHSa Employee Recognition for Outstanding Performance (2022)
- HHSa Employee Recognition for Customer Service – “Shelly did an exemplary job implementing the CE-CERT secondary traumatic stress program which involved planning and executing the role out of his program to almost 200 staff and supervisors” (2021)
- Provider Champion Award – For her enthusiastic and innovative leadership of TCOM principles in San Diego County, California. Awarded at the TCOM International Conference (Transformational Collaborative Outcomes Management) (2020)
- Publication by Shelly Paule – [Viva La CANS](https://tcomconversations.org/2019/02/18/viva-la-cans/) – February 18, 2019, TCOM Publications: <https://tcomconversations.org/2019/02/18/viva-la-cans/>
- San Diego State University School of Social Work, Award Recipient for “Above and Beyond” Title IV-E Field Instructor (2012)
- SDSU School of Social Work “Shining Star Award” for being an inspirational field instructor (2008)
- Distinguished Service Award, County of San Diego (2003)
- Juvenile Justice Commission Certificate of Appreciation (2002)
- Mental Health Service Employee Recognition Award – exceptional sustained performance on a specific project (2001)