



October 2018



Jasmine calls her Wraparound team "My cheerleaders"

Brighter Days

"Through every dark night is a brighter day."

Twenty-one-year-old Jasmine lives by that motto every day. Only a young woman, she's already experienced a lifetime of pain, but she knows that she has incredible potential and a bright future ahead of her.

Listening to her story, it's easy to be amazed by how far Jasmine has come. For several years she was victimized by the "forever family," who was supposed to care for and protect her. At an early age, she was placed into the foster system. By the time she was a teenager, she was responsible for her two younger siblings, since her older siblings had moved elsewhere. She felt alone and vulnerable.

"I lost myself somewhere between age 11 and 13. I had no identity," Jasmine said. She described feeling like she was just "going through the motions." She said she was merely existing. She was eventually placed with her oldest sister, who was just 23, through the AB12 program. Although her sister had a family of her own, she agreed to be responsible for Jasmine and her younger siblings.

But Jasmine said her older sister didn't know how to help her. "I was 17 when I went to live with my sister," she said. "I was lost and scared. I had lost a chunk of my life." She gradually sank into a deep depression and said she felt isolated, despondent and fearful. Social Services turned to Wraparound for help.

"I didn't want services," Jasmine said, "but I agreed because I knew it would help my sisters." She said she refused to speak to her Wraparound team when they visited her house. "But they kept

coming," she said. "Every week without fail, they would just sit with me. They never gave up trying to engage me, even though I felt no hope. I didn't care what happened to me."

Jasmine said she had found it hard to trust after years of being hurt, but her Wraparound team finally gained her confidence. Eventually, she said, "They took my fear away."

"It took a long time, but I began to see colors instead of just darkness. I went from 'game-over' to believing there was a future for me." Jasmine appreciated that her facilitator shared the personal struggles she had with her own kids, which helped Jasmine learn that others were struggling, too. "My facilitator believed in me, and I felt her care and concern. I think that's when I felt there was hope. I started thinking about tomorrow instead of just getting through the day."

She is also thankful for her Wraparound youth partner, who would take her out of the house, just for an hour at a time, which soon helped her feel more comfortable.

Wraparound also connected her with behavioral wellness professionals, which made a difference. One day, Jasmine said she developed a plan. She started to believe she had potential and that only she could decide to step outside the dark place where she had lived for so long.

Her Wraparound team encouraged her to get out of the house and talk to people, so she went out by herself, applied for a job and got hired. "My team was surprised the following week when I told them I was working," she said.

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Jasmine said her team really stepped up to help her with people skills and supported her in her new-found freedom. “They were my cheerleaders. They took my fear away,” she said. “I think even they were surprised at what I was able to do on my own.”

As her confidence grew, Jasmine said Wraparound’s support was never ending. “They helped get me connected to a different job with more potential, and they took me to appointments hours away. They were always checking in to see what I needed,” she said. “I began to develop a comfort zone and become more independent.”

Mental health providers also helped her get a glimpse of what was possible and develop the courage to act on it. She began to express her thoughts and feelings, and she is learning to be more patient and less anxious.

Recently, she spoke at the Statewide Wraparound Institute, telling her story alongside her Wraparound team. “It was scary, but I felt that sharing my story would help others. It led to more confidence,” she said.

Today, Jasmine is living on her own with her boyfriend, whom she’s known for many years. She describes him as kind, caring, non-judgmental and supportive. She also maintains regular contact with her sisters and brothers and has even found the courage to locate and visit her biological father.

Although coping with anxiety is a daily challenge, Jasmine has found ways to manage. She loves being active outdoors, and she has been working at a fire camp program, where she helped rebuild a Boy Scout camp that burned last year. She also loves to draw, and she said expressing herself through art is very therapeutic, as is spending time with her dog, whom she hopes to train as an emotional support animal. During the week, she is learning skills and knowledge that could lead to a career.

Jasmine says she’s come a long way but still considers herself a work in progress. She feels that Wraparound is still in her life as she steps out every day into new adventures. She is forever grateful to her Wraparound team for helping her find her way from the dark nights into brighter days.

Editor’s Column

Wraparound has evolved beyond wrapping services around families. It now has a prevalent focus that includes families and recognizes the importance of a system intervention that creates and supports reform efforts at the state, local, provider and family levels. And this definition may be fluid as change occurs over time and context. At a workforce and systems level, we are aware that services and serving families versus support and family engagement can look very different through an intervention lens. We know that supporting families will, in turn, progressively adopt positive change that supports children in a sustainable family system. There is also a different approach and movement in perspective from raising children in a service system to raising children in a family system of care. This family system, nested within a broader community engagement approach, uses a framework of values that promotes positive outcomes for the next generation of adults. The Wraparound guiding principles sustain these values as we solidify expectations around program fidelity and focus on building relationships and cohesive alignment through workforce delivery.

Behind the fluid relationship-building and family vision, a strong, confident workforce lays the foundation to honor the quality of Wraparound. Child, youth and family outcomes must be attainable and expected. The ways that we measure familial success must be reviewed regularly to best determine which workforce behaviors and interactions best demonstrate the principles of Wraparound, such as Persistence, Natural Supports, Collaboration, and Family and Youth Voice and Choice. The Wraparound team, teaming, collaboration, and partnerships are recognized by state leaders as an important approach to improving lives and caring about families. This has been demonstrated by the rapid embrace of the Child and Family Teaming model that we’ve all experienced. Leadership awareness and acknowledgement of working programs is key to be the drivers of future growth as well as maintain Wraparound support for children, youth and families experiencing the most challenging circumstances. We can cross one system with another to benefit practice. We have more work to do in the future to support both our less-experienced and more-experienced members of the workforce that provide Wraparound programs.

I listened to a recent webinar titled, “How to Be a Successful Wraparound Provider Organization: Necessary Organizational Supports for Wraparound.” There were several important structural supports taken into consideration: 1) Organization Readiness, 2) Wraparound Supervision, 3) Wraparound Care Coordination and 4) Outcomes. Each of the elements included subcategories identified as key for framing the organizational implementation successes and needs for each element across time. The larger takeaway message to guide further thinking was evident for me: It’s not the families’ responsibility to engage with us; it’s our responsibility to engage with families.



Dianne Thompson, director Resource Center for Family-Focused Practice

Get to know the California Department of Social Services Integrated Services Program Consultants

By the California Department of Social Services

For over two decades, California Wraparound has clearly demonstrated that a family-centered, team-based case management approach increases well-being and improves permanency outcomes for child welfare and probation-involved children and families with complex needs. Within the California Department of Social Services (CDSS) Children and Family Services Division, the Integrated Services Unit (ISU) is dedicated to collaborating with all child-serving agencies and systems to meet the unique needs of children and families via technical assistance and consultation. As the team-based case management approach expands throughout California, ISU will continue to maintain a supportive role in providing guidance to counties and providers who are implementing effective, integrated mental health and other community-based services into the child welfare service system of care. Each analyst within ISU is assigned as a program consultant to specific counties to provide technical support, monitor and maintain open communications via e-mail and telephone for the following:

- Wraparound
- Presumptive Transfer
- Child and Family Teams (CFTs)
- Child and Adolescent Needs and Strengths (CANS) assessment
- Integrated Core Practice Model
- Other services and supports related to achieving the well-being of youth in care

ISU Consultants are available to provide guidance and clarity around policy-related issues, regulations, laws and legislation. Specific to Wraparound, ISU is available to assist counties in their efforts to articulate and operationalize the principles and elements of the Wraparound process and ensure adherence to the Wraparound Standards stated in All County Information Notice ACIN NO. I-52-15 (http://www.cdss.ca.gov/lettersnotices/EntRes/getinfo/acin/2015/I-52_15.pdf). Upon request, consultants may aid in the review and approval of Wraparound plans, fiscal models and contracts with providers.

As another statewide resource, ISU hosts the CDSS Wraparound web page (<http://www.cdss.ca.gov/inforesources/Foster-Care/Family-Centered-Services>), which contains contact information for County Wraparound Coordinators, links to Wraparound informational letters released by CDSS and other related information.

In partnership with the UC Davis Resource Center for Family-Focused Practice (RCFFP) (<https://humanservices.ucdavis.edu/programs/resource-center-family-focused-practice>), CDSS hosts a semiannual California Wraparound Advisory Committee (CWAC). The CWAC events provide the opportunity for Wraparound providers from all over California to come together and discuss promising practices and strategies to ensure fidelity in their Wraparound program. Additionally, ISU staff participate in quarterly regional

Wraparound Hub meetings where cross-collaborative efforts for supporting and strengthening Wraparound occur.

The ISU offers a robust technical assistance and support program and can be reached via the following:

For questions about California Wraparound Standards or the Wraparound Program, please call the Integrated Service Unit at (916) 651-6000 or e-mail Wraparound.Questions@dss.ca.gov.

For questions related to the implementation of other integrated practice models required by the Continuum of Care Reform (<http://www.cdss.ca.gov/inforesources/Continuum-of-Care-Reform>), such as those listed in this article or other related legislation, please email cwscoordination@dss.ca.gov.



From Crisis to Calm: Advice from a parent partner

By Barbara Young, Wraparound parent partner, Youth for Change

My journey in learning how to move from crisis to calm began with my own experiences parenting my son. Learning to cope with his challenging behavior, which would often put our family into crisis mode, has helped me understand my clients and their families better. I know what it is like to feel like a hostage in your own family, never knowing what will happen next, feeling hopeless and fragile. I noticed that during these crises, I needed to move myself and my family back to a space of calm. However, it was difficult to do that without support, and sometimes I didn't even know where to start.

When your family is in the midst of chronic crisis, your brain stays in survival mode. You are living moment to moment, and it can be hard to think of anything else except surviving. At times you are completely unable to help yourself, no matter how capable you once were. With the help and support of our own Wraparound team, we learned to move from crisis to calm.

Now, years later, I am part of a Wraparound team that helps families engage with their own crises. We help them learn to move into a space of calm and retain the hope that their family can heal. We help families work through the crisis, whatever it may be, by building skills, compassion and kindness. This helps them achieve their best outcomes.

Over the last year, my first as a parent partner, I have learned that every day is an adventure! It's not always exciting and new, but it is always challenging. And I do love a good challenge! Here is my advice, or, rather, words of wisdom, for other parent partners just embarking on their journey or for those who feel they may need some new tools in their toolkit.

1. Be kind to yourself. Each morning I pray for wisdom and guidance to help each of my clients and their families. Because we have been in crisis too, I do my best to help in the ways that were helpful to us. Those were things like spending a date night with my spouse, having someone to talk to who listens and truly understands, and having people who would give me permission to say or feel without judgement. I make sure to listen to my heart and to make time for self-care.

2. Always be kinder than necessary. Always praise progress, no matter how small or slow. Be quick to give true and kind appreciation, spoken directly to the individual or the entire family.

3. Kind words do not cost much. Model kind words and appreciation, even when this may be a struggle. Embracing and cultivating gratefulness is a free way to support and encourage others. I make sure to take time to mention something I admire or appreciate about them, especially when they show up for a meeting when everything around them is falling apart!

4. Believe YOU can make a difference! Be an instrument for change, one family at a time. I take time to remember that it is an incredible blessing to be allowed to support and encourage the families we are working with. Even the smallest intervention can make a difference.

5. Strive to meet with your families weekly. Show them you care, don't wait to offer support. Even small gestures can, and often do, mean the world to those we serve. Good food always brings us to the (meeting) table!

6. Gather resources wherever you go. Build a library of local and state resources on all topics. You never know when you may need that flyer on a support group, a book on making friends for a youth, an article on how to organize a closet, or quick make-ahead dinner recipes to help relieve family anxiety.

7. Never, ever give up! Each family has their own journey and their own story. It is important to never raise the "white flag," and surrender to the crisis. Take each day as it comes!

Embrace your opportunity to help your clients and families move from crisis to calm, and make lasting life changes. Always remember that who you are makes a difference!

“With the help and support of our own Wraparound team, we learned to move from crisis to calm.”



California Wraparound Hub Reports

Northern California Hub Meeting Notes

The Northern California Hub meeting was cancelled due to the fires affecting Northern California at the time. The next Northern Hub meeting took place Thursday, October 4, 2018, from 10:00 a.m.–3:00 p.m. at Uplift Family Services, 9343 Tech Center Dr., Sacramento, CA 95826. Our thoughts go out to those affected by the fires, and we send safe and well wishes to everyone.

Central California Hub Meeting Notes

The Central Hub was held on July 27, 2018 and was hosted by Casa Pacifica Santa Barbara at the Santa Maria Public Library (Main Library). The California Department of Social Services (CDSS) provided an update. Catalina Hillestad reported that the Child and Adolescent Needs and Strengths (CANS) Training for Trainers is being provided to support the state implementation of CANS. Training is scheduled for the end of July through the end of August. Additional trainings are being scheduled for the future. She also reported relevant All County trainings that have been scheduled, as well as All County Information Notices (ACIN) and All County Letters (ACL) that have been released. They are: ACIN: I2118, which contains the Integrated Core Practice Model and Training Guide. This is a guide to help Child Welfare, Probation, Mental Health Plans and Partners. ACL 18-81 contains the CANS Policy Letter and CANS Guidelines and Best Practices. ACL 18-23 contains Child and Family Team (CFT) frequently asked questions, which is a follow-up to the original Child Welfare and Probation questions addressed. ACL 18-85 contains guidance for sharing CANS information between placing agencies and county mental health plans, and it also addresses privacy issues. There is an Integrated Practice monthly phone call that occurs the first Wednesday of each month via webinar. For technical support, the group can contact CDSS at cwscoordination@dss.ca.gov, or Catalina Hillestad at Catalina.Hillestad@dss.

ca.gov.

The UC Davis Division of Continuing and Professional Education's Resource Center for Family-Focused Practice (RCFFP) director Dianne Thompson filled in for Lynne Jones and provided updates. The Partnerships for Well-Being Institute, held June 13-18, 2018, had a good overall turnout and the Hub promotion at the Institute was successful and included a special gathering. RCFFP is planning ahead for the 2020 Institute to have some focused sponsorship and gathering for the Hubs again. There is a desire to increase county involvement in the Hubs. Workshop materials from the institute can be accessed online at: <https://humanservices.ucdavis.edu/programs/resource-center-family-focused-practice/well-being-institute>. Updates on trainings included:

Trainings on Wraparound currently include the following focus: Level of Care (LOC) Matrix, CANS, Core Practice Model, and Cultural Humility. To request training from RCFFP, contact Monica Caprio at (530) 752-9723 or resourcecenter@ucde.ucdavis.edu. Training opportunities will be posted soon on the calendar, and RCFFP is in the process of updating curricula. This involves a cohesive work group with representatives from county, CDSS, UC Davis and Mental Health agencies. Ideas shared in Hub for training topics that could be provided by RCFFP included advanced facilitation, keeping families engaged (high fidelity Facilitation); conflict resolution training with families and between teams; motivational interviewing; formal training for the parent partner role and how to integrate it into the Wraparound process.

Lisa Conn, MFT and supervisor for the RISE program, Santa Barbara County Department of Behavioral Wellness, and Shana Pompa, MFT and programs director for Fighting Back Santa Maria Valley, provided a presentation on Commercially Sexually Exploited Children (CSEC). The presentation included CSEC indicators, who is at risk and how victimization happens.

The Hub members discussed electing a new chair and co-chair. Shana Pompa, co-chair of the Hub took another position at a different organization and concluded her tenure as co-chair. Tabitha Baldwin, co-chair of the Hub, will no longer be working in Wraparound and concluded her tenure as co-chair as of the July Hub. We want to thank Shana and Tabitha for their wonderful contributions as co-chairs of the Central Hub. Casey Powers with Rebekah Children's Services graciously volunteered to be a chair and the Hub members present agreed. Casey Powers will seek other interested candidates to select a co-chair. Casey Powers is now the acting chair.

Counties provided the following updates on their agencies.

Santa Barbara County: Casa Pacifica is currently serving 25 clients and has clients on a wait list. As of July 1, 2018, the Wraparound contract was amended to support internal completion of assessments and treatment plans for Medi-Cal authorization for therapeutic services. Currently they are using the CANS and would like to know more about individual outcomes from the CANS.

Monterey County: Rebekah Children's Services is currently serving 25 clients (maximum contract is 38). The county is doing a pilot program with Rebekah Children's Services in which it is able to provide Wraparound services to five youth who are not involved with probation or CDSS. The youth can be on Informal Probation or Voluntary Family Maintenance, and they need to have a Behavioral Health episode to receive the service.

A new program manager has been appointed: Yadira Tena. They have two new Facilitators (both bilingual) and one new parent partner. Monterey County does the CANS and Rebekah Children's Services incorporates the CANS into Plans of Care.

Fresno County: Central Star's Wraparound contract began June 1, 2018 and is currently serving 62 youth. They currently have 30 staff, and as the program grows, more staff will be hired. Central Star has been using the CANS. Uplift Family Services' Wraparound contract was awarded to Central Star and youth and families began transitioning to

the new provider as of June 1, 2018. They are serving a few youth with plans to end services as of August 15, 2018. Uplift Family Services has been using the CANS since 2009. Representatives said they have enjoyed serving youth in Fresno County and were able to see many youth and families accomplish their goals and graduate the program through the 14 years of the contract.

The next Central California Wraparound Hub will be held Friday, October 26 and will be chaired by Casey Powers and hosted by Central Star in Fresno County. The specific location is yet to be determined.

Southern California Hub Meeting Notes

The Southern Hub met in Murrieta, CA, on August 20, 2018, and was hosted by Oak Grove. Co-chairs Dawne Shaw and Rebecca Cox lead the meeting.

Updates from providers included program changes, obstacles and populations served. Oak Grove, San Diego Center for Children, San Bernardino County, South Coast Community Services, Olive Crest, Victor Community Support services and others on the conference line shared program highlights that included coaching experiences, new hires, collaboration expansion, CANS and CFT implementation.

Lynne Jones from the UC Davis Division of Continuing and Professional Education's Resource Center for Family-Focused Practice (RCFFP) gathered feedback from attendees of the Partnerships for Well-Being Institute, which was held in June, 2018. Feedback was positive, and specific comments were made about the venue, Southern area location and coordination of the Institute. Many loved the conference app and used it to find workshops, locations and connect with colleagues. Others felt what they were learning in the workshops was just as valuable as making connection with others. Both first-timers and regular attendees felt it was perfectly geared for them.

Most loved the workshop variety and ability to attend workshops they wanted. The favorite segment was the family panel – it was so inspiring! Some would like to see us

do more with the family panel, such as have it last longer or expand into workshops. Many felt that the drumming circle at the conclusion was uplifting!

Wraparound Connections Newsletters are available on the website. Printed versions will be available at the next Hub meeting. If you want to nominate a family to be interviewed, please contact Monica Caprio or Lynne Jones with your nominations (ljones@ucdavis.edu or macaprio@ucdavis.edu) **We are currently in need of parent partners articles as well.**

Trainings from RCFFP are approved through your County Coordinators. CFT trainings are continuing. Jarred Vermillion discussed his work coaching in various counties through the RCFFP and is providing observation and feedback. You can request this through your state coordinators.

Jarred added that any requests for coaching or trainings through RCFFP should be submitted to Jarred Vermillion at jcvermillion@ucdavis.edu or Monica Caprio at macaprio@ucdavis.edu

Once you contact one of them, Monica and Jarred will set up a needs assessment with your integrated partners. For example, if you are a Community-Based Organization (CBO), the training will include your staff, county and mental health or other community partners, (i.e., probation, child welfare, integrated core practice model and integrated training model) to cross-train and will customize trainings for communities.

Jeffery from CDSS gave the state updates, including a review of recent ACLs:

ACL I-21-18 Integrated Core Practice Model discusses delivery for timely NMD youth and provides information for counties to provide training programs that will improve teaming approaches.

ACL 18-81, which was release in June, discusses CANS policy for best practices when using it with families.

ACL-18-60 from the Dept of Health Care Services, provides guidance to MH providers and child welfare.

ACL-18-85 provides clarification for sharing CANS info between agencies and mental health providers.

ACL-18-89 provides the latest rates for fiscal year 18-19.

Other information included a notice that Training for Trainers for CANS is available. CFT FAQs have submitted by local county child welfare and juvenile probation about the process. Questions should be emailed to cwscoordination@cdss.ca.gov.

There were multiple topic discussions during the afternoon session. The topic of **staffing ratios and how this affects service delivery** took the majority of the time.

Comments/work arounds included the following:

Jarred discussed possibly putting a cap on how many family meetings staff are having per day (such as 2-3 meetings in a day), as well as looking at the ratios of other team members to use as support for the facilitators if needed.

A trend has been seen across the state that Wraparound staff is continuing to meet with families weekly; however, moving toward Implementation Phase, meetings should be less frequent, to allow time for families to work the Wraparound process as well as for facilitators to do care coordination and link community supports.

There is concern that decreasing meetings could limit direction for parent partners and behavioral specialists, who need additional training for skills partners to increase.

When considering time, staff is forgetting about the teaming needed for collaboration.

Some agencies do Child and Family Team Meetings (CFTMs) weekly due to their contracts, but it could be more helpful to decrease CFTMs, so that there is time for progress to be made.

Time management in meetings is key, and facilitators need to be master facilitators to keep the Wraparound process moving forward in meetings. This is a skill set to look for when hiring.

Some agencies struggle with case loads that are focused on foster care, not the reunification process. However, it is difficult to have foster parents commit to weekly meetings, given the additional meetings they have, such as visitation and other obligations with foster youth in their care.

There's a need for flexibility to meet the youth, families and systems needs. Every family has different needs. Families at the onset generally take more time than those who are "wrapping" up.

Other afternoon topics included:

CFT and CFTMs intertwining with Wraparound

Who is Wraparound designed to serve?

What impact do salary and wages have on Wraparound staff and parent partner training?

Information on trainings:

VLCC Trainings- Wraparound Certification Training, go to www.vermillionlifecircle.com to enroll.

Families Forward has a Parenting Curriculum titled "Wisdom Pathway Curriculum" which is a two-day training for parent partners that costs \$1,500 per day in the Los Angeles area.

SD County- NAAMI runs behavioral health providers Peer Partners Certification to provide more training for parent partners.

The next Southern Hub meeting is scheduled for Monday, November 5, 2018, at Victor Community Support services in Victorville.



ANNOUNCEMENTS

Hub Meetings

Northern Hub Meeting

Thursday, October 4, 2018 from 10 a.m.-3 p.m.

Host and Location: Uplift Family Services

9343 Tech Center Dr., Sacramento, CA 95826

Co-Chairs: Nicole Nelson and Lauren Crutsinger from Seneca Family of Agencies

E-Mail: Nicole_Nelson@senecacenter.org; Lauren_Crutsinger@senecacenter.org

Support E-mail contact: brenda_Rosas@senecacenter.org

Central Hub Meeting

Friday, October 26, 2018 from 10 a.m.-2 p.m.

Host and Location: Central Star, Location Location: TBD, Fresno, CA

Chair: Casey Powers, program director, Rebekah Children's Services, 1260 S. Main St. Ste. 101, Salinas, CA 93901, (831) 287-3872

E-Mail: cpowers@rcskids.org

Southern Hub Meeting

Monday, November 5, 2018 from 10 a.m.-2 p.m.

Host and Location: Victor Community Support Services,

15400 Cholame Rd, Victorville, CA

Co-Chairs: Rebekah Cox, Wraparound Supervisor, Victor Community Support Services, Barstow, (760) 255-1496; Dawne Shaw, Program Specialist/Trainer Lead I, Oak Grove Center, Murrieta, CA, (951) 239-6301; Skye Padilla, Wraparound Lead II BHS, Oak Grove Center, Murrieta, CA, (951) 331-0449

E-mail: rcox@lsscommunitycare.org; dawnes@oakgrovecenter.org; skyep@oakgrovecenter.org

We need you!

California Wraparound Connections helps to spread the innovations occurring in Wraparound throughout the state. No matter what your role in Wraparound is, you have a story worth sharing.

If you are a Wraparound family member, we'd like to hear about what worked for you and your family. If you work in Wraparound, then perhaps you have an idea, an approach or a lesson learned to share.

Ways to contribute

- Nominate a family to be profiled as a cover story. (We come to you! Please share past cover stories, so families understand that we are strength-based!)
- Write a parent partner column (about 500 words). Or, alternatively, volunteer to be interviewed about your selected topic, and we will write the article.
- Write a feature article or short article (1,000 words or 500 words) about a success, lesson learned or innovative practice.
- Submit poetry or other creative endeavors by children, youth and family that reflect Wraparound.

If you are interested, please contact Monica Caprio at macaprio@ucdavis.edu to obtain information on how you can contribute. We look forward to hearing from you!



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