

Thomas J. Endres

15 Yardley Green Ithaca, NY 14850
(607) 257-0211 te24@cornell.edu

Career Objective

As a highly motivated self-starter, it is my desire to make a significant contribution to the field of residential youth care.

Education

- 1985 M.A., Education, Ohio State University
Concentrations: Counseling, Special Education
Thesis: Changing Staff Perceptions Toward Youth
Evidenced Through Written Logs
- 1980 B.S.S.W., Social Work, Ohio State University

Experience

- 2001-Present Extension Associate
Cornell University
Bronfenbrenner Center for Translational Research
- 1997-2001 Program Coordinator
1993-1995 Alternate Family Care
Sunrise, Florida
- 1996-1997 Therapeutic Foster Care Therapist
Personal Enrichment Through Mental Health
St. Petersburg, Florida
- 1995-1996 Residential Therapist
Florida Sheriffs Boys Ranch
Inglis, Florida
- 1991-1993 Residential Program Director
The Children's Home of Northern Kentucky
Covington, Kentucky
- 1985-1991 Clinical Counselor
The Buckeye Ranch
Grove City, Ohio

Presentations

- April 2005 Achieving the Balance Conference, Dublin, Ireland; Moderator
International panel on The Convention of the Rights of the Child
- Jan. 2006 South Carolina Association of Children's Homes and Family
Services Conference, Myrtle Beach, SC, Presenter, Creating A
Therapeutic Milieu

Publications

- Endres, Thomas & Holden, Martha (2003) Designing a Refresher Training,
Therapeutic Crisis Intervention Update
- Holden, M. et al (2007) Children and Residential Experiences: Creating Conditions
For Change. (Workgroup Contributor)
- Holden, M.J., Izzo, C., Nunno, M., Smith E.G., Endres, T.J., Holden J.C., Kuhn, F.
(2010). Children and Residential Experiences: A Comprehensive Strategy for
Implementing a Research-Informed Program Model for Residential Care. *Child Welfare*,
89(2), 131-149.

Professional Affiliations

National Association of Social Workers, Member

Skills and Interests

Adult Education
Curriculum Development
Consultation
Organizational Leadership
Team Building and Group Management
Performance Improvement

References

References available upon request

MARTHA J. HOLDEN
Senior Extension Associate
Cornell University
mjh19@cornell.edu

EDUCATION

- M.S. Wright State University, March 1976
Major: Mental Health Counseling

- B.A. Wilmington College, March 1973
Major: Psychology
Major: Education

PROFESSIONAL WORK EXPERIENCE

1990-present SENIOR EXTENSION ASSOCIATE/PROJECT DIRECTOR. CORNELL UNIVERSITY

Management responsibilities include: Provide the day to day management of the Residential Child Care Project which includes the coordination of statewide, national, and international training programs, an on-going evaluation of the training programs, a certification system, and provision of technical assistance to child caring organizations and schools nationally and internationally.

Program Development responsibilities include: Lead writer and re-developer of a crisis prevention and intervention system used in residential care organizations, schools, juvenile justice programs and child serving organizations around the world. Lead writer and developer of a best practice model for residential child caring organizations.

Training activities include: In addition to workshops, panels, and keynotes, participation in the development and delivery of crisis intervention training, training in a best practice model for residential care, investigation in out-of-home care training, a violence prevention program for school-age children, crisis intervention training for foster and adoptive parents, crisis management in the schools, and a series of topics to strengthen organizations' crisis management systems and quality of care.

1986-1990 PRESIDENT, MUELLER HOLDEN & ASSOCIATES

Consultant and training activities included: Basic and Secondary courses for Residential Child Care Workers; Therapeutic Crisis Intervention for Child Care Workers, Foster Parents, and Educators; Working with Unruly/Delinquent Youth; Independent Living Youth Retreats; Independent Living Skills; Training of trainers; Group Experiential Learning.

1979-1988 ADMINISTRATOR, BUCKEYE BOYS RANCH, GROVE CITY, OHIO

Duties included overseeing day to day operations of a multi-service residential treatment program, including personnel, budgeting, licensing procedures and requirements, quality assurance of treatment programming, direct supervision of all treatment and direct care staff. Program services included residential treatment services, educational services, group home, day care, aftercare, and foster care programs, research and evaluation, recreational therapy, and staff development. Liaison responsibilities included the Mental Health Board, Ohio Department of Human Services, United Way, Children Services and other affiliated organizations.

- 1978-1979 JUVENILE JUSTICE PLANNER, ADMINISTRATION OF JUSTICE, STATE OF OHIO, COLUMBUS, OHIO
Coordination of a statewide needs assessment of the juvenile justice and youth services system, the monitoring of Ohio's progress toward deinstitutionalization of status offenders, the review of applications for funding, the provision of technical assistance to programs, input in legislative concerns, and the preparation of the 1980 funding directives for LEAA and JJDP funds.
- 1975-1978 DIRECTOR, CLINTON COUNTY YOUTH SERVICE BUREAU, WILMINGTON, OHIO
Directed, coordinated, developed, and supervised the programs of the Youth Service Bureau which included; Big Brother/Sister, Youth Employment Services, recreational programs, peer counseling, individual and group counseling, outreach, and public relations.
- 1974-1975 CASEWORKER, CLINTON COUNTY CHILDREN SERVICES BOARD, WILMINGTON, OHIO
Protective services, foster care and adoptive services, abuse and neglect investigations, licensing studies, family and child counseling.

RELATED WORK AND ACTIVITIES

Advisory Committee, Child and Youth Care Certification Board (2011-present)
Building Bridges Initiative, Outcomes Workgroup (2009-present)
The National Task Force on Preventing and Reducing the Use of Restraint and Seclusion, Child Welfare League of America (2003)
Committee chair, Administration and Leadership committee, The National Task Force on Behavior Management "Best Practice" Guidelines, Child Welfare League of America (2001)
Board Member of the NYS Association of Child Care Workers (1991 - 2003)

AWARDS

The College of Human Ecology at Cornell University's Outstanding Accomplishments in Extension/Outreach Award (2007)

The National Staff Development and Training Association (NSDTA) Quality Award for the Therapeutic Crisis Intervention (TCI) curriculum, Residential Child Care Project (2006)

Board of Directors Award for Lifetime Achievement and Outstanding Service to America's Children and Youth and For Dedication to Promoting Life-Long Learning Within the Child and Youth Care Profession, Ohio Association of Child and Youth Care Professional (2005)

PUBLICATIONS

Book

Holden, M. J. (2009). *Children and residential experiences: Creating conditions for change*. Arlington, VA: CWLA Press.

Book Chapters

Holden, M.J., Holden, J.C., & Paterson, S. (2012). Developing Preventative Responses to Disruptive and High Risk Behaviours. In J. Visser, (Ed.), *Transforming troubled*

lives: Strategies and interventions with children and young people with social, emotional, and behavioural difficulties. Bingley, UK: Emerald Group Publishing, LTD.

Holden, M. J., & Curry, D. (2008). Learning from the research. In M.A. Nunno, D.M. Day, & L.B. Bullard (Eds.), *For our own safety: Examining the safety of high risk interventions for children and young people* (pp. 107-126). Arlington, VA: Child Welfare League of America.

Nunno, M. A., Holden, M. J., & Leidy, B. (1997). Child maltreatment in loco parentis. In J. Garbarino & J. Eckenrode (Eds.), *Understanding abusive families: An ecological approach to theory and practice* (pp. 131-141). San Francisco: Jossey-Bass.

Journal Articles – refereed

Greene, J., & Holden, M. J. (1990). A Strategic-Systemic Family Therapy Model: Rethinking Residential Treatment. *Residential Treatment for Children & Youth*, 7(3), 51-55.

Holden, J. C., & Holden, M. J. (2000). The Working System. *Training and Development in Human Services: The Journal of the National Staff Development and Training Association*, 1, 34-38.

Holden, M. J., & Holden, J.C. (1990). Learning life skills. *Journal of Child And Youth Care Work*, 6, 45-54.

Holden, M.J., Izzo, C., Nunno, M., Smith, E., Endres, T., Holden, J.C., & Kuhn, F. (2010). Children and residential experiences: A comprehensive strategy for implementing a researched-informed program model for residential care. *Child Welfare*, 89(2), 131-149.

Holden, M. J., & Powers, J.L., (1993). Therapeutic crisis intervention. *Journal of Emotional and Behavioral Problems*, 2(1), 49-52.

Nunno, M. A., Holden, M. J., & Leidy, B. (2003). Evaluating and monitoring the impact of a crisis intervention system on a residential child care facility, *Children and Youth Services Review*, 25(4), 295-315.

Nunno, M.A., Holden, M. J., & Tollar, A. (2006). Learning from tragedy: A survey of child and adolescent restraint fatalities. *Child Abuse & Neglect: An International Journal*, 30 (12), 1333-1342.

Book Foreword

Hartsell, J. (2008). *Sisyphus and the itsy-bitsy spider*. Dryden, NY: Ithaca Press.

Training Curricula/Manuals (Selected)

Alwon, F., Budlong, M., Clark, P., Holden, M., Holden, J., Kuhn, I., & Mooney, A. (1989). *Connecting: Essential elements of residential child care practice*. Atlanta, Georgia: Child Welfare Institute.

Garbarino, J., & Holden, M. J. (1997). *Let's talk about living in a world with violence: Violence prevention program for teachers and others who work with school-age*

children. Ithaca, New York: Family Life Development Center, Cornell Cooperative Extension, Cornell University.

Gibson, J., & Holden, M.J. (2008). *Therapeutic crisis intervention update: The life space interview for proactive aggression*. Ithaca, New York: Family Life Development Center, Cornell University.

Holden, M.J. (2010). *Therapeutic crisis intervention update: Developing professional level TCI training skills, edition 2*. Ithaca, New York: Family Life Development Center, Cornell University.

Holden, M. J. (with Mooney, A.J., Holden, J. C., Morgan, C.S., Kuhn, I.F., Taylor, R.). (2009). *Therapeutic crisis intervention (6th ed.)*. Ithaca, New York: Family Life Development Center, Cornell University.

Holden, M. J. (with Pidgeon, N., Gibson, J., Smith, Z. Morgan, C.S., Turnbull, A.) (2012). *Therapeutic crisis intervention for families (4th ed.)*. Ithaca, New York: Bronfenbrenner Center for Translational Research, Cornell University.

Holden, M. J., Holden, J. C. (with Mooney, A.J., Morgan, C.S., Kuhn, I.F., Taylor, R.). (2012). *Therapeutic crisis intervention for schools (1st ed.)*. Ithaca, New York: Bronfenbrenner Center for Translational Research, Cornell University.

Holden, M. J., Holden, J.C., & Mooney, A.J. (2010). *Therapeutic crisis intervention update: Post-crisis response, edition 2*. Ithaca, New York: Family Life Development Center, Cornell University.

Holden, M.J., Endres, T., & Ruberti, M. (2010). *Therapeutic crisis intervention update: Designing refresher training, edition 2*. Ithaca, New York: Family Life Development Center, Cornell University.

Holden, M. J., Jaklitsch, B., & Budlong, M. J. (1992). *All together now*. Tulsa, Oklahoma: National Resource Center for Youth Services, The University of Oklahoma.

Holden, M. J. & Holden, J.C. (1990). *Learning life skills: A curriculum for group leaders helping with the move toward interdependent living*. Tulsa, Oklahoma: National Resource Center for Youth Services, The University of Oklahoma.

Holden, M. J., & Laddin, B. (2006). *Therapeutic crisis intervention update: Conflict Resolution*. Ithaca, New York: Family Life Development Center, Cornell University.

Stanton-Greenwood, A., & Holden, M.J. (2010). *Therapeutic crisis intervention update: TCI for developmental disabilities (4th ed.)*. Ithaca, New York: Family Life Development Center, Cornell University.

I. FRANKLIN KUHN, JR.
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Charlotte, NC 28277
704-231-7799

EDUCATION

- PH.D. Auburn University
Auburn, Alabama
December 1980
Adult and Child Clinical and Community Psychology
- Residency: University of Texas Health Science Center
San Antonio, Texas
September 1979 – August 1980
Clinical Psychology
- M.S. Auburn University
Auburn, Alabama
December 1977
Clinical Psychology
- B.S. Wake Forest University
Winston-Salem, North Carolina
May 1975
Psychology

PROFESSIONAL WORK EXPERIENCE

2011 to present SENIOR EXTENSION ASSOCIATE, RESIDENTIAL CHILD CARE PROJECT, BRONFENBRENNER CENTER FOR TRANSLATIONAL RESEARCH, COLLEGE OF HUMAN ECOLOGY, CORNELL UNIVERSITY

Research, Evaluation Responsibilities include: coordination of services to agencies in North and South Carolina participating in an ongoing research project, evaluation of services and technical assistance with organizations nationally and internationally, and service as a member of the CARE project team.

Program Development, Consultation and Coordination Responsibilities include: technical assistance for organizations in best practices and implementation of systems of care, and assistance with development of programs and practices related to residential services.

Training Responsibilities include: delivery of open workshops and agency-specific workshops for the Therapeutic Crisis Intervention and Children and Residential Experiences curricula. Additional presentations are developed and delivered for conferences, panels, associations and organizations to support best practices in residential care and service delivery, and systems and quality of care.

1999 to 2011

PROJECT CONSULTANT AND INSTRUCTOR, RESIDENTIAL CHILD CARE PROJECT, FAMILY LIFE DEVELOPMENT CENTER, COLLEGE OF HUMAN ECOLOGY, CORNELL UNIVERSITY

Responsibilities included coordination of research, training and technical assistance for organizations implementing the Children and Residential Experiences model and Therapeutic Crisis Intervention; development and presentation of training materials and conference presentations.

1999 to 2011

INDEPENDENT PRACTICE OF CLINICAL PSYCHOLOGY AND ORGANIZATIONAL CONSULTATION

Responsibilities included: extensive interactions with non-profit boards of directors, executive leadership and programmatic leadership to assist organizations in developing, evaluating, governing and maintaining human service programs that address best practice standards. Organizational relationships span the United States, and some existed for as many as 25 years. Projects range from small single-site services to large multi-state or national organizations. Consultation and training with governing boards of non-profit organizations, and consultation, training and supervision with clinical staffs are areas of special expertise.

1996 – 1999

PRESIDENT, THOMPSON CHILDREN'S HOME, CHARLOTTE, NORTH CAROLINA

Organizational Responsibilities included: board relations, strategic planning, resource development and representation of the organization to community, governmental and church-related stakeholders and funders.

Programmatic Responsibilities included: administrative and clinical supervision for all agency programs and multiple sites across North Carolina, including residential treatment for children, family services, group home care, foster care, special educational services, respite care for developmentally

disabled, after-school and summer camps, and child development center services for special needs populations.

Managerial Responsibilities included: oversight of all organizational systems including financial, human resources, organizational development, and facilities.

1994 – 1996

VICE PRESIDENT FOR PROGRAM SERVICES, LUTHERAN FAMILY SERVICES IN THE CAROLINAS

Responsibilities included administrative and clinical supervision of prison ministry, adoptions, and family counseling and education throughout North and South Carolina; supervision of foster care, and emergency residential services, long-term residential services, Intermediate Care Facilities for the Mentally Retarded, and adolescent treatment group homes for Northern and Western Regions.

1993 - 1994

VICE PRESIDENT FOR CLINICAL SERVICES, LUTHERAN FAMILY SERVICES IN THE CAROLINAS

Responsibilities included administrative and clinical supervision of family counseling, adoptions, and services to persons with AIDS throughout North and South Carolina; supervision of regional clinical staff; consultation; training; evaluation services for agency programs; agency research and data analysis.

1989 – 1993

EXECUTIVE DIRECTOR, FAMILY SERVICE INSTITUTE

Managerial Responsibilities included: maintaining an effective relationship with the board of directors; responsibility for all planning and evaluation, budgeting, contracts, human resources supervision and staff development functions, and public representation of the organization.

Programmatic Responsibilities included: clinical and programmatic supervision, consultation, training, and evaluation for human service organizations across the United States as well as Lutheran Family Services programs in the Carolinas, and interim supervision of LFS Children's Services division.

1986 – 1989

VICE PRESIDENT FOR PROFESSIONAL SUPPORT SERVICES, LUTHERAN FAMILY SERVICES IN NORTH CAROLINA

Responsibilities included: clinical consultation and supervision for program staff, evaluation and accreditation for all programs, and coordination, evaluation and delivery of training for program staff across North Carolina.

1982-1986

DIRECTOR OF CLINICAL SERVICES, LUTHERAN FAMILY SERVICES IN NORTH CAROLINA

Responsibilities included: supervision of clinical staff, relationships with other professionals, clinical evaluation and oversight of agency services, and administration of clinical services budgets and staffing.

1980 – 1982

ASSISTANT PROFESSOR OF CLINICAL PEDIATRICS, DIVISION OF ADOLESCENT MEDICINE, DEPARTMENT OF PEDIATRICS, THE UNIVERSITY OF TEXAS HEALTH SCIENCE CENTER, SAN ANTONIO, TEXAS

Responsibilities included: instruction of medical students and residents; supervision of psychological services; coordination of an inpatient medical adolescent unit in a teaching hospital; clinical research; consultation with other hospital services and direct clinical services.

LICENSURE

North Carolina State Board of Examiners of Practicing Psychologists, License #926, May 9, 1983 to present

Texas State Board of Examiners of Psychologists, License #2383, March 10, 1982 to June 1983

Texas Psychologist Certificate #2383, October 16, 1981 to March 1982

PROFESSIONAL REGISTRATION

National Register of Health Service Providers in Psychology, June 25, 1985 to present

CONTINUING EDUCATION

Certificate in Non-Profit Management, Duke University, Durham, North Carolina, March 1998

RELATED WORK AND ACTIVITIES

National: Process Facilitator, Task Force for Structure: Evangelical Lutheran Church in America, Division for Church in Society; Lutheran Church Missouri Synod Social Ministry Organizations; and Association of Lutheran Social Ministry Organizations, 1995 (guided the process of developing Lutheran Services in America, a new national organization formed from these three national predecessor bodies).

Peer Reviewer, Council On Accreditation for Services to Families and Children, New York, New York, 1990 to present

Quality Assurance Task Force, Council On Accreditation for Services to Families and Children, New York, New York, 1991 – 1994.

Editorial Advisory Board, *Contemporary Group Care Practice – Research and Evaluation*, 1994-1995.

Peer Mentor for Board Training and Development, Evangelical Lutheran Church in America, Division for Social Ministry Organizations, Chicago, Illinois, 1988-1992 (a service to provide consultation and training to governing bodies of Lutheran non-profit organizations such as hospitals, seminaries, services for the aging, and social ministry organizations across the United States).

Member, Abstract Review Panel, Society for Adolescent Medicine, 1982.

State: North Carolina Association of Residential Child Care and Family Services; Executive Committee 1997-1999, Outcomes Measurement Committee 1997-1999, Consultation and Training Committee 1987-1990 and 1992-1995, Committee Chair 1998-1990 and 1993-1994.

Secretary, Board of Directors, Carolina 1 Source, Charlotte, North Carolina, 1999 (a corporation for interagency collaboration in delivery of behavioral health care services).

Board member, State Council for Social Legislation, Raleigh, North Carolina, 1995-1996.

Task Force for Services to Persons with AIDS, North Carolina Synod, Evangelical Lutheran Church in America, 1993-1994.

Task Force for Structure, North Carolina Synod, Evangelical Lutheran Church in America, 1993-1995.

Task Force for Alcohol and Drug Abuse, North Carolina Synod, Evangelical Lutheran Church in America, 1987.

Local: Mecklenburg Juvenile Services Board, Professional Advisory Committee, Charlotte, North Carolina, 1984-1987.

Clinic Team Coordinator, Psychology Research and Training Clinic, Auburn University, Auburn, Alabama, 1977-1979.

Staff, Student Development Services (Graduate assistant), Auburn University, Auburn, Alabama, 1978-1979.

Staff, East Alabama Mental Health Center (Graduate assistant), Opelika, Alabama, 1977-1978.

Psychology Services Coordinator, East Alabama Head Start (Graduate assistant), Opelika, Alabama, 1975-1977.

GRANTS / PROJECT COORDINATION

Project Coordinator, NIH Grant #5 R18 CA27376, "Use of Self-Hypnosis for Control of Pain, Nausea and Vomiting in Adolescents with Cancer," University of Texas Health Science Center at San Antonio, 1980-1982.

SOCIETY AFFILIATIONS AND MEMBERSHIPS

American Psychological Association, 1976 to present

North Carolina Psychological Association, 1983 to present

HONORS

George Foster Hankins Scholar, Wake Forest University, 1971-1975

B.S. Magna Cum Laude, with Honors in Psychology

Phi Beta Kappa, Wake Forest University

Psi Chi (National Psychology Honorary)

PUBLICATIONS

Journal Articles and Abstracts

Collins, F.L., Jr., Kuhn, I.F. Jr., & King, G.D. Variables affecting subjects' ethical ratings: Peer review, ethical sensitization, and informed consent. *Psychological Reports*, 1979, 44, 155-164.

Haimes, R. & Kuhn, F. Development and use of a staff satisfaction survey. *Research and Evaluation in Group Care*, 1994, 4(1), 15-17.

Holden, M.J., Izzo, C., Nunno, M. Smith, E.G., Endres, T., Holden, J.C., & Kuhn, F. (2010). Children and residential experiences: A comprehensive strategy for implementing a research-informed program model for residential care. *Child Welfare*, 89(2), 131-149.

Kuhn, I.F. Preparing children for surgery...Is it for everyone? Abstract, *Clinical Research*, 1981, 29(5), 883A.

Kuhn, I.F., LeBaron, S., & Zeltzer, L. A controlled study of pre-surgery preparation for children. Abstract, *Pediatric Research*, 1982, 16(4), 88A.

Kuhn, I.F. Parental discipline for children's fears and response to inpatient surgery. Abstract, *Clinical Research*, 1982.

Training Curricula / Manuals

Alwon, F., Budlong, M., Clark, P., Holden, M., Holden, J., Kuhn, I., & Mooney, A. (1989). *Connecting: Essential elements of residential child care practice*. Atlanta, Georgia: Child Welfare Institute.

Kuhn, I. F., Holden, M. J., & Bath, H. (2003). *Therapeutic crisis intervention: Individual crisis management plans*. Ithaca, New York: Family Life Development Center, Cornell University.

FORMAL PRESENTATIONS: KEY NOTES, FEATURED SPEAKER, WORKSHOPS

September 2010; "Building a Stronger Louisiana," The Louisiana Department of Children and Family Services Forum on Evidence-based Practice Models, Baton Rouge, LA, "CARE."

February 2010; with F. Alwon and J. Holden; South Carolina Association of Children's Homes and Family Services, Myrtle Beach, SC, "Residential Care Under Attack: The Role of the Direct Care Workforce in 2020," and "In the Middle of Change: Understanding Your Role in Changing Your Agency's Climate and Culture."

October 2009; South Carolina Association of Children's Homes and Family Services, Emergency Shelter Conference, Columbia, SC, "Trauma Sensitive Care."

April 2008; South Carolina Association of Children's Homes and Family Services, Emergency Shelter Conference, Columbia, SC, "Separation, Loss and Trauma."

September 2007; with M. Holden, J. Holden and T. Endres; Annual Emergency Shelter Conference at Seabrook Island, Seabrook Island, SC, "Paradigm Shift: Moving from a Behavior Management Model Towards a Relationship Model," and "How to Build a Meaningful Relationship in 30 Days or Less."

April 2005; International Conference for Crisis Management, Dublin, Ireland, "Continuous Quality Improvement."

December 2004; South Carolina Association of Children's Homes and Family Services, Columbia, SC, Invited address: "Grief and Loss for Youth in Care."

May 2003; with M. Givens, J. Holden and B. Thomason; Child Welfare League of America Conference, Los Angeles, CA, "Lessons Learned from Collaborative Implementation of a Crisis Prevention and Management System."

January 2003; with J. Holden, M. Holden and M. Nunno; South Carolina Association of Children's Homes and Family Services Annual Conference, Myrtle Beach, SC, "Lessons Learned from a Collaborative Implementation Project."

June 2000; Cornell University Conference, Therapeutic Crisis Intervention: An International Perspective, Ithaca, New York: Workshops, "TCI Implementation" and "Use of video in TCI Training."

November 1993; Lutheran Social Services of Northeast Florida, Jacksonville, FL: Keynote address, "Where in the World Are We?"

April 1993, with Haines, R., ACSW; Trieschman Conference, Cambridge, MA: "Use of a Staff Survey to Assess Variables that Influence Staff Satisfaction."

March 1993; Southeastern Child Care Association, Asheville, NC: Extended workshop, "Understanding Psychological Tests and Measurements."

September 1992; Parkside Senior Services Annual Management Workshops, Lake Bluff, IL: "Building A Better Board."

January 1992; Continuing Education Workshop, South Carolina Association of Non-Profit Homes for the Aging, Darlington, SC: "Board - Staff Relationships."

September 1991; Lutheran Human Resource Management Conference, Williamsburg, VA: Keynote address, "What's Growing in Your Corporate Culture?"

March 1991; Southeastern Child Care Association, Atlanta, GA: Keynote address, "When the Pendulum Swings - Duck!"

February 1991; Continuing Education Workshop, South Carolina Association of Non-Profit Homes for the Aging, Clinton, SC: "Building A Better Board."

May 1990, with M. Budlong, ACSW and B. Brittain, MSW; First Triennial Conference, Division for Social Ministry Organizations, Evangelical Lutheran Church in America, Chicago, IL: "A No-Reject, No-Eject Policy! Are You Kidding?"

November 1989, with M. Budlong, ACSW and J. Edwards, Ph.D.; Third Annual Empowering Families Conference, National Association for Family-Based Services, Charlotte, NC: "Substance Abuse Intervention in Families."

July 1989, with J. Edwards, Ph.D. and M. Budlong, ACSW; Trieschman Conference, Boston, MA: "Developing a Family-Centered Training Program: One Agency's Experience."

March 1989, with M. Budlong, ACSW; Southeastern Child Care Association, Charleston, SC: "Developing Caring Relationships."

December 1987, with M. Budlong, ACSW; The 1987 Annual Buckeye Boys Ranch - W. Hugh Missildine, MD Keynote Lecture Series; The Ohio State University, Columbus, OH: "Treating the Resistive Family."

January 1983; Southern Society for Pediatric Research, New Orleans, LA: "Parental Discipline for Children's Fears and Response to Inpatient Surgery."

January 1982; Southern Society for Pediatric Research, New Orleans, LA: "Preparing Children for Surgery... Is it for Everyone?"

October 1981, with L. Zeltzer, M.D. and S. LeBaron, Ph.D.; Society for Adolescent Medicine, New Orleans, LA: "Developing and Completing Research in a Clinical Setting: Problems and Solutions."

March 1981; Sixteenth Annual Uniformed Services Pediatric Seminar, San Antonio, TX: "The Hospitalized Teenager."

February 1981, with L. Zeltzer, M.D. and S. LeBaron, Ph.D.; The University of Texas Health Science Center at San Antonio; Pediatric University Grand Rounds: "'Is It Gonna Hurt?' Helping Children Manage Medical Problems."

March 1979, with Glen D. King, Ph.D.; Invited, clinical psychology workshop sponsored by the Southeastern Psychological Association, Visiting Psychologist Program; Troy, AL

March 1978; Southeastern Psychological Association, Atlanta, GA: "Positive and Negative Evaluations of Brightness, and their Relation to Racial Attitude."

Andrea Turnbull, MA, LMHC, QS

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turnbullandrea@hotmail.com

Synopsis ***Dynamic leader** with 19+ years of progressively responsible health care management experience. In-depth knowledge of children's clinical program development with an emphasis on the education of proactive crisis management techniques.*

***Highly skilled** with regard to recruitment, evaluation, selection and management of quality permanent staff with personnel placement considerations in keeping with individual aptitudes resulting in a high positive degree of employee morale, loyalty and quality performance compatible with organizational objectives. Excellent conflict management and resolution skills.*

***Thorough experience and knowledge** in personnel procedure development and design/production of orientation manuals as well as functional tasks evaluation, detailed analysis and development of effective responsibility descriptions in support of full-time, part-time and pool staff.*

***Established reputation and proven track record** as a highly organized and efficient professional with extraordinary communication skills resulting in the ability to persuade and encourage staff to support organizational goals and objectives.*

Education **Bachelor of Arts in International Studies**
Eckerd College, St Petersburg, FL 1991

Masters of Arts in Rehabilitation and Mental Health Counseling
University of South Florida, Tampa, FL 1999

Licensure **Licensed Mental Health Counselor**, since 2001
State of Florida License Number MH7206

Qualified Supervisor (QS), since 2005
Florida Licensed to provide clinical documentation oversight and sign-off.

Experience RESIDENTIAL CHILD CARE PROJECT Cornell University Ithaca, NY
Extension Associate
January 2011--- Present (Full Time)
November 2008 --- December 2010 (Contract)
Provide Therapeutic Crisis Intervention train the trainer curriculum to groups nationally and internationally. Responsibilities include classroom instruction through presentation of new material, facilitation of group discussion, facilitation and demonstration of role play activities, testing of knowledge, physical skills and verbal skills. Completion of comprehensive written evaluations of individual participants and the course as a whole.

CARLTON MANOR, INC. St. Petersburg, FL
Clinical Coordinator, July 2008 --- February 2011
Responsible for signing off on treatment plans for therapists providing services in therapeutic group care homes and therapeutic foster homes. Provide individual and group supervision to therapists to enhance and develop clinical skills. Provide oversight and guidance for completion of computerized medical records and quality treatment planning.

PROJECT PATCHWORK, Inc. St. Petersburg, FL
Agency Director and Adoptions Counselor (Contract), October 2008---January 2011
Provides birthparent counseling, birthparent assessments and adoption home studies as needed for non-profit Pinellas County child placing agency. Also assists with agency responsibilities as a Community Partner for Florida's Kid Care Program.

PROJECT PATCHWORK, Inc. St. Petersburg, FL

Program Director, June 2007— October 2008

Responsible for assisting with the development of policies, procedures and training materials for licensure of this new child placing agency. Provide birth parent counseling, social assessment of birth parents, adoption education for adoptive parents and completion of home study reports. Contract with local community based care organization to provide home studies and child studies for foster youth awaiting adoption. Developed and implemented expressive arts curriculum to benefit teens in foster care and group care settings. Certified train the trainer for Model Approach to Partnership in Parenting.

TAMPA BAY ACADEMY, an affiliate of YFCS, Inc. Riverview, FL

Director of Training, June 2005 – May 2007

Responsible for development, implementation and oversight the needs assessment and training of new and experienced staff; tracked all relevant records required to maintain the highest standards of certification; coordinating and conducting ongoing in-service and orientation training to acquaint personnel with new policies and procedures, new treatment modalities and in response to identified needs; developed instructional materials, teaching aids, and methods consistent with adult learning theory; collaborating with liaison with Florida Department of Professional Regulation regarding issuance of Continuing Education Units; supervising maintenance of Staff Library.

Director of Child and Adolescent Services, November 2004 – June 2005

Responsible for the daily operation of the therapeutic milieu for Child and Adolescent Programs. Supervised Milieu Coordinators, House Supervisors, and Clinical Therapists for both child and adolescent programs to assure quality programming and attention to ongoing performance improvement related issues; Responsible to manage all related responsibilities of daily staffing, program development and implementation, crisis intervention, and conflict resolution; Co-chaired Clinical Therapist's meeting; Provided Qualified Supervisor (QS) sign-off services for clinical documentation; Collaborated with all program directors to ensure continuity of care across milieu services; Appointed as the lead Therapeutic Crisis Intervention (TCI) trainer to ensure initial campus wide implementation as well as ongoing training for all facility disciplines.

Director of Child Services, June 2001 – November 2004

Responsible to oversee the therapeutic milieu for the Children's Program; Supervised Milieu Coordinators and Clinical Therapists to assure quality programming and attention to ongoing performance improvement related issues; Oversaw daily operations related to staffing, program implementation and development; Provided ongoing collaboration with all other program directors to ensure continuity of care across milieu.

Director of Milieu Services, May 2000 – May 2001

Responsible for oversight of entire therapeutic milieu for Day Programs and Residential Treatment programs; Supervised milieu leadership and House Supervisors to ensure quality programming and attention to performance improvement; Facilitated daily operations related to staffing, program implementation and development; Worked closely with the Director of Clinical Services to assure continued development of both the program and the staff.

Director of Day Programs, June 1999 – February 2000

Directed all key components of Day Program services to include day treatment and partial hospitalization programs; Supervised clinical therapists and program coordinators to ensure quality therapeutic environment; Worked closely with the Director of Education to ensure strong academic programming with special attention to the needs of an ESE population.

TAMPA BAY ACADEMY, an affiliate of YFCS, Inc. Riverview, FL Continued

Milieu Coordinator, December 1994 – June 1999

Supervised the Children's Program in a therapeutic residential setting; Responsible for hiring, supervising and scheduling of all direct care staff; Facilitated communication among a variety of departments; Created, participated in and managed task forces with special emphasis on program development, conflict resolution and staff training.

Senior Group Advisor, December 1993 – December 1994

Served as lead staff on a unit of adolescent males in a residential treatment setting; Wrote weekly progress notes, monthly objectives and derived staff interventions; Facilitated communication between direct care staff, the treatment team and Milieu Coordinators; Created and implemented individualized treatment programs for patients.

Certification

Therapeutic Crisis Intervention Certified Instructor, 2008 - Present
Residential Child Care Project, Cornell University

Model Approach to Partnership in Parenting Certified Trainer, 2007- Present
Safe Children Coalition

American Red Cross Certified Instructor of CPR (Adult, Child, & Infant), AED and Standard First Aid, June 2005 – present

Therapeutic Crisis Intervention Certified Trainer, 2001 - 2008
Residential Child Care Project, Cornell University

References

Personal and Professional references available upon request

GREGORY B. WISE
40 Clymer Street
Auburn, New York 13021
315 730-2361

EDUCATION

- M.A. State University of New York at Buffalo, January 1996
Major: American Studies
- B.A. Regents College, June 1986
Major: Management of Human Resources

PROFESSIONAL WORK EXPERIENCE

1994-present EXTENSION ASSOCIATE III. CORNELL UNIVERSITY

Assist the Project Director in coordination of statewide, national, and international training programs, an on-going evaluation of the training programs, a certification system, and provision of technical assistance to child caring organizations and schools nationally and internationally.

Training activities include: delivery of crisis intervention training, training in a best practice model for residential care, out of home care, violent prevention program for schools, juvenile justice programs and foster care. Participation in the development and implementation of crisis intervention training programs across a broad spectrum of child servicing organizations around the world.

1992-1994 UNIT ADMINISTRATOR, GEORGE JUNIOR REPUBLIC, FREEVILLE, NY

Duties included overseeing day to day administrative operations of three residential units, including treatment, personnel, budgeting, quality assurance procedures, direct supervision of all treatment and direct care staff.

1991-1992 OMR/DD DIRECTOR, UNITY HOUSE, AUBURN, NY

Duties included overseeing day to day operations of a multi-service residential treatment program. Included personnel, budgeting, licensing procedures and requirements, quality assurance, direct supervision of all treatment and direct care staff. Program services including residential treatment services, group home and staff development. Liaison responsibilities included the Office of Mental Retardation and Developmental Disabilities and the Office of Mental Health.

1988-1991 SUPERVISOR/CASE MANAGER, UNITY HOUSE, AUBURN, NY

Duties included overseeing day to day operations of two OMH certified apartment programs at scattered sites. Including treatment, case management, personnel, budgeting, licensing procedures and requirements, quality assurance, direct supervision of direct care staff. Liaison responsibilities with the Office of Mental Health

RELATED WORK AND ACTIVIES

Youth Assistance Program, volunteer (1980-1988)

AWARDS

The College of Human Ecology at Cornell University's Outstanding Accomplishments in Extension/Outreach Award (2007)