

Jose B. Yerena, MSW, LCPAA

10566 High Hollows Dr, Unit 154 ♦ Dallas, TX 75230 ♦ (956) 579-9456 ♦ JBYerena@gmail.com

Profile

Motivated, proactive, business professional with a successful record of state and private-sector child welfare experience. Diplomatic and tactful with professionals and stakeholders while engaging community partnership. Accustomed to handling sensitive and confidential records in accordance with HIPPA requirements. Demonstrated history of generating accurate, timely reports and complying with minimum standards for Child Placement Agencies and Department of Family and Protective Services guidelines.

Flexible and versatile—able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Successful at managing deadline-driven environments. Excellent team-building skills.

Skills Summary

- ♦ Experience in Strategic Management & Implementation of Mission Goals
- ♦ Program Development & Evaluation
- ♦ Service Delivery with Emphasis on Quality of Care
- ♦ Optimization of Resources
- ♦ Development & Implementation of Lesson Plans
- ♦ Proficient in Blackboard & Brightspace
- ♦ Complex Treatment Planning & Case Management
- ♦ Completion of Biopsychosocial Assessments
- ♦ Bilingual--English & Spanish
- ♦ Public Speaking
- ♦ Professional Presentation
- ♦ Excellent People Skills
- ♦ Networking with Community Partners
- ♦ Ability to Multi-task
- ♦ Computer Savvy

Professional Experience

LUTHERAN SOCIAL SERVICES OF THE SOUTH DBA UPBRING – Richardson, TX

Regional Director for Foster Care & Adoptions, 11/2022 to Present

- ♦ Provide appropriate social services in accordance with Texas Health and Human Services Minimum Standards, Texas Department of Family and Protective Services Contract terms, agency policies, and funding requirements.
- ♦ Supervise and evaluate 7 Area Directors located in Austin, Dallas, El Paso, Fort Worth, Houston, San Antonio, and Tyler.
- ♦ Conduct regular group and individual supervision meetings with assigned staff.
- ♦ Perform Continuous Quality Improvement Program (CQI) responsibilities including: quarterly review of Level of Care (LOC) I and LOC II foster care children; compiled quarterly and annual CQI data for region.
- ♦ Facilitate program growth and opening of new offices.
- ♦ Participate in planning, coordinating, implementing, supervising, and evaluating programs and services in region.
- ♦ Participate in service expansion planning and budget preparations.
- ♦ Analyze the nature, severity, and frequency of risks to regional programs.
- ♦ Oversee and remediate deficiencies associated with contracted services.
- ♦ Assure compliance with licensing and Commission on the Accreditation of Rehabilitation Facilities (CARF) standards as well as funding requirements.
- ♦ Provide crisis management as needed with Area Directors.
- ♦ Prepare, compile, submit, and maintain accurate records, files, forms, statistics, and additional relevant information in accordance with policy, licensing, and/or funding requirements.
- ♦ Provide required new hire training to staff within 60 days.
- ♦ Provide direct services as needed.
- ♦ Participate in workshops, seminars, education programs, and other activities that promote professional growth and development.
- ♦ Develop and maintain effective working relationships between Lutheran Social Services staff, Child Protective Services staff, the general public to include legal, medical, and educational personnel, and other community stakeholders.
- ♦ Promote, monitor, and ensure that respect was demonstrated for cultural diversity.

DALLAS COLLEGE – Dallas, TX

Adult Education Learning English as Second Language Adjunct Professor, 09/2022 to Present

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- ♦ Teach English grammar, concepts, and constructs to adult students.
- ♦ Develop course lesson plans.
- ♦ Provide detailed course syllabi to students.
- ♦ Maintain accurate records for reporting student grades and attendance.
- ♦ Complete student evaluations in accordance with institutional guidelines and accreditation/licensure body.
- ♦ Meet required deadlines for submitting required end of course documentation to the division office.
- ♦ Proficient in usage of Blackboard and Brightspace.
- ♦ Experience working with students and staff with varying diverse backgrounds and learning styles.
- ♦ Provide quality customer service.
- ♦ Demonstrate skills in successfully working with diverse populations through experiences such as formal training and past work experiences.

HAVEN BEHAVIORAL HOSPITAL – Frisco, TX

PRN Intake Clinician, 03/2022 to 05/2023

- ♦ Responded to telephone call inquiries for potential admissions and generalized questions regarding facility and programs.
- ♦ Obtained required information and documentation to facilitate admissions.
- ♦ Completed clinical assessment for patients requiring in-patient admission.
- ♦ Made appropriate community referrals for patients not appropriate for admission.
- ♦ Contacted insurance providers to process pre-authorization for admitted patients.
- ♦ Participated in workshops, seminars, education programs, and other activities that promote professional growth and development.
- ♦ Developed and maintained effective working relationships between Haven Behavioral Hospital staff, the general public to include legal, medical, and educational personnel, and other community stakeholders.
- ♦ Promoted, monitored, and ensured that respect is demonstrated for cultural diversity.

DALLAS COLLEGE – Dallas, TX

Senior Manager – Foster Care Student Support Program, 11/2021 to 11/2022

- ♦ Provided strategic direction in designing programs and interventions to improve the student support, wrap-around services and academic success of foster care students at Dallas College.
- ♦ Provided administrative oversight of the program, including fiscal management, resource development, and advising and coordinating related support.
- ♦ Designed and established a comprehensive academic intervention and success program to increase the success and retention rates of foster care students by providing one-on-one support services and connecting students to various campus resources.
- ♦ Supervised a team of 7 campus-based project leads to deliver academic and co-curricular programming and a comprehensive mentoring program for new and continuing foster care students.
- ♦ Collaborated with Dallas College staff and community partners to enhance the recruitment, development, enrichment, inclusion, and retention of foster care students' experience.
- ♦ Facilitated an advisory council and communication network to review the needs of foster care students of color, while maintaining collaboration to enhance support services.
- ♦ Served as a subject matter expert and a liaison to various offices and programs regarding foster care.
- ♦ Established the direction, goals, implementation, strategy, and policies of the foster care program.
- ♦ Provided in-service training and facilitate meetings, workshops, and seminars for the purpose of identifying issues, developing recommendations, and supporting Dallas College staff.
- ♦ Served as a resource to Dallas College staff, faculty, students, and campus community on student engagement and activities.
- ♦ Responsible for ensuring that foster care program and activities comply with university, state, and federal regulations.
- ♦ Directed and supervised the efforts of foster care program staff, set performance standards and accountability.
- ♦ Developed, administered, and analyzed continuous assessment of foster care program.
- ♦ Prepared and evaluated statistical, analytical, and narrative reports to be used for decision-making and program improvement.
- ♦ Responsible for developing and maintaining partnerships throughout Dallas College.
- ♦ Oversaw communications, promotions, and public relations for the foster care program in order to achieve program goals and objectives.

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- ♦ Formulated and administered the annual operating budget.
- ♦ Coordinated and facilitated interactive workshops that promote experiential learning.
- ♦ Interviewed, hired, trained, and evaluated foster care program staff to ensure adequate staffing within budget.
- ♦ Promoted, monitored, and ensured that respect was demonstrated for cultural diversity.

OUR COMMUNITY. OUR KIDS. – Fort Worth, TX

Director of Permanency, 07/2020 to 10/2021

- ♦ Maintained high ethical standards outlined in the All Church Home Child and Family Services Code of Ethics.
- ♦ Supervised and evaluated 6 Permanency Supervisors and an Administrative Assistant.
- ♦ Conducted regular group and individual supervision meetings with assigned staff.
- ♦ Participated in meetings with collaborating partners and agencies.
- ♦ Participated in All Church Home Child and Family Services Leadership meetings.
- ♦ Provided leadership in quality improvement process and planning meetings as needed to facilitate quality care.
- ♦ Reviewed and provided consultation on complex, sensitive, high-profile cases and staff issues.
- ♦ Utilized appropriate management skills, abilities, and resources to meet program and agency goals and quality delivery of required services.
- ♦ Supervised staff in compliance with administrative policies, procedures and practices.
- ♦ Consulted, advised, and collaborated with other governmental agencies, community organizations, the general public, and other agency staff.
- ♦ Developed plans to implement agency's mission, laws, rules, and regulations in the region.
- ♦ Developed operating guidelines and implementations procedures in the region in accordance with the program and agency policy.
- ♦ Arranged opportunities for the professional development of all employees in the department.
- ♦ Attended continuing education necessary to expand knowledge and maintain certifications and licenses.
- ♦ Communicated regularly with supervisor and seek supervision when appropriate.
- ♦ Participated in and sometimes conduct in-service training.
- ♦ Promoted, monitored, and ensured that respect was demonstrated for cultural diversity.

LUTHERAN SOCIAL SERVICES OF THE SOUTH DBA UPBRING – Richardson, TX

Regional Director for Foster Care & Adoptions, 11/2014 to 07/2020

- ♦ Provided appropriate social services in accordance with licensing standards, contract terms, policies, and funding requirements.
- ♦ Supervised and evaluated 5 Area Directors and a Regional Case Support Specialist.
- ♦ Conducted regular group and individual supervision meetings with assigned staff.
- ♦ Performed Continuous Quality Improvement Program (CQI) responsibilities including: quarterly review of Level of Care (LOC) I and LOC II foster care children; compiled quarterly and annual CQI data for region.
- ♦ Facilitated program growth and opening of new offices.
- ♦ Participated in planning, coordinating, implementing, supervising, and evaluating programs and services in region.
- ♦ Participated in service expansion planning and budget preparations.
- ♦ Analyzed the nature, severity, and frequency of risks to regional programs.
- ♦ Oversaw and remediated deficiencies associated with contracted services.
- ♦ Assured compliance with licensing and Commission on the Accreditation of Rehabilitation Facilities (CARF) standards as well as funding requirements.
- ♦ Provided crisis management as needed with Area Directors.
- ♦ Prepared, compiled, submitted, and maintained accurate records, files, forms, statistics, and additional relevant information in accordance with policy, licensing, and/or funding requirements.
- ♦ Provided required new hire training to staff within 60 days.
- ♦ Provided direct services as needed.
- ♦ Participated in workshops, seminars, education programs, and other activities that promote professional growth and development.
- ♦ Developed and maintained effective working relationships between Lutheran Social Services staff, Child Protective Services staff, the general public to include legal, medical, and educational personnel, and other community stakeholders.
- ♦ Promoted, monitored, and ensured that respect was demonstrated for cultural diversity.

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LUTHERAN SOCIAL SERVICES OF THE SOUTH DBA UPBRING – Richardson, TX Area Director for Foster Care & Adoptions, 02/2013 to 11/2014

- ♦ Oversaw a foster care and adoption program in accordance with Minimum Standards for Child Placing Agencies and Texas Department of Family and Protective Services contract.
- ♦ Supervised and evaluated 3 Family Services Workers, a Regional Intake Specialist, and an Administrative Assistant.
- ♦ Provided quality clinical and social services to include treatment assessment and planning, program management, and supervision of family service professionals.
- ♦ Planned and managed program operations to achieve program and regional objectives by monitoring caseloads and budgets.
- ♦ Managed and developed staff through program in-service training, field visits with staff, review of performance data, monthly supervision, and performance appraisal.
- ♦ Interpreted program policy and procedures to staff.
- ♦ Evaluated program performance through case audits, case readings, data reports, and observation of program operations to ensure compliance with policy, procedures, and service control requirements.
- ♦ Made case related decisions regarding the removal and placement of children.
- ♦ Verified foster, foster to adopt, and/or adopt home licensure.
- ♦ Conducted trainings for in-process and existing foster, foster to adopt, and adopt families.
- ♦ Developed and maintained effective working relationships between Lutheran Social Services staff, Child Protective Services staff, the general public to include legal, medical, and educational personnel, and other community stakeholders.
- ♦ Promoted, monitored, and ensured that respect was demonstrated for cultural diversity.

TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES – Edinburg, TX Child Protective Services Conservatorship Supervisor II, 03/2011 to 02/2013

- ♦ Supervised a unit of 8 Conservatorship caseworkers, a caseworker assistant, and an administrative assistant.
- ♦ Oversaw unit in accordance with Child Protective Services Handbook, Title III of the Texas Family Code, and Minimum Standards for Child Placing Agencies.
- ♦ Planned and managed unit operations to achieve program and regional objectives for service delivery by monitoring caseloads and budgets, consulting with staff on case related issues, approving leave, and holding individual conferences and unit meetings.
- ♦ Managed and developed staff through unit in-service training, field visits with staff, review of performance data, individual conferences, agency sponsored training, and performance appraisal.
- ♦ Interpreted program policy and procedures to unit staff, other Texas Department of Family & Protective Services staff, and the public.
- ♦ Evaluated unit performance through case readings, data warehouse reports, and observation of unit operations to ensure compliance with policy, procedures, and service control requirements.
- ♦ Made casework decisions regarding the removal and placement of children.
- ♦ Worked with county and district attorneys on legal measures to ensure permanency of children in either family reunification, permanent placement with relatives, or adoption.
- ♦ Routinely interacted with members of the community, such as children, parents, relatives, foster parents, child placing agency staff, medical professionals, school personnel, judges, attorneys, etc.
- ♦ Developed and maintained effective working relationships between Child Protective Services staff, Child Welfare Board members, the general public to include legal, medical, and educational personnel, and other community resources.
- ♦ Promoted, monitored, and ensured that respect was demonstrated for cultural diversity.
- ♦ Served as liaison between Child Protective Services and Hidalgo County Court Appointed Special Advocates (CASA).
- ♦ Served as liaison between Child Protective Services and Hidalgo County Child Welfare Board.

TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES – San Antonio, TX Child Protective Services Family Based Safety Services Supervisor II, 04/2010 to 03/2011

- ♦ Supervised a unit of 6 Family Based Safety Services caseworkers, a caseworker assistant, and an administrative assistant.
- ♦ Oversaw unit in accordance with Child Protective Services Handbook, Title III of the Texas Family Code, and Minimum Standards for Child Placing Agencies.

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- ◆ Planned and managed unit operations to achieve program and regional objectives for service delivery by monitoring caseloads and budgets, consulting with staff on case related issues, approving leave, and holding individual conferences and unit meetings.
- ◆ Managed and developed staff through unit in-service training, field visits with staff, review of performance data, individual conferences, agency sponsored training, and performance appraisal.
- ◆ Interpreted program policy and procedures to unit staff, other Texas Department of Family & Protective Services staff, and the public.
- ◆ Evaluated unit performance through case readings, data warehouse reports, and observation of unit operations to ensure compliance with policy, procedures, and service control requirements.
- ◆ Made casework decisions regarding the removal and placement of children.
- ◆ Worked with county and district attorneys on legal measures to ensure permanency of children in either family reunification, permanent placement with relatives, or adoption.
- ◆ Routinely interacted with members of the community, such as children, parents, relatives, foster parents, child placing agency staff, medical professionals, school personnel, judges, attorneys, etc.
- ◆ Developed and maintained effective working relationships between Child Protective Services staff, Child Welfare Board members, the general public to include legal, medical, and educational personnel, and other community resources.
- ◆ Promoted, monitored, and ensured that respect was demonstrated for cultural diversity.

TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES – Brownsville, TX

Child Protective Services Investigative Supervisor II, 11/2009 to 04/2010

- ◆ Supervised a unit of 6 Investigative caseworkers, a caseworker assistant, and an administrative assistant.
- ◆ Oversaw unit in accordance with Child Protective Services Handbook, Title III of the Texas Family Code, and Minimum Standards for Child Placing Agencies.
- ◆ Planned and managed unit operations to achieve program and regional objectives for service delivery by monitoring caseloads and budgets, consulting with staff on case related issues, approving leave, and holding individual conferences and unit meetings.
- ◆ Managed and developed staff through unit in-service training, field visits with staff, review of performance data, individual conferences, agency sponsored training, and performance appraisal.
- ◆ Interpreted program policy and procedures to unit staff, other Texas Department of Family & Protective Services staff, and the public.
- ◆ Evaluated unit performance through case readings, data warehouse reports, and observation of unit operations to ensure compliance with policy, procedures, and service control requirements.
- ◆ Made casework decisions regarding the removal and placement of children.
- ◆ Worked with county and district attorneys on legal measures to ensure permanency of children in either family reunification, permanent placement with relatives, or adoption.
- ◆ Routinely interacted with members of the community, such as children, parents, relatives, foster parents, child placing agency staff, medical professionals, school personnel, judges, attorneys, etc.
- ◆ Developed and maintained effective working relationships between Child Protective Services staff, Child Welfare Board members, the general public to include legal, medical, and educational personnel, and other community resources.
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TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES – Brownsville, TX

Child Protective Services Conservatorship Supervisor II, 02/2007 to 11/2009

- ◆ Supervised a unit of 6 Conservatorship caseworkers, a caseworker assistant, and an administrative assistant.
- ◆ Oversaw unit in accordance with Child Protective Services Handbook, Title III of the Texas Family Code, and Minimum Standards for Child Placing Agencies.
- ◆ Planned and managed unit operations to achieve program and regional objectives for service delivery by monitoring caseloads and budgets, consulting with staff on case related issues, approving leave, and holding individual conferences and unit meetings.
- ◆ Managed and developed staff through unit in-service training, field visits with staff, review of performance data, individual conferences, agency sponsored training, and performance appraisal.
- ◆ Interpreted program policy and procedures to unit staff, other Texas Department of Family & Protective Services staff, and the public.

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- ♦ Evaluated unit performance through case readings, data warehouse reports, and observation of unit operations to ensure compliance with policy, procedures, and service control requirements.
- ♦ Made casework decisions regarding the removal and placement of children.
- ♦ Worked with county and district attorneys on legal measures to ensure permanency of children in either family reunification, permanent placement with relatives, or adoption.
- ♦ Routinely interacted with members of the community, such as children, parents, relatives, foster parents, child placing agency staff, medical professionals, school personnel, judges, attorneys, etc.
- ♦ Developed and maintained effective working relationships between Child Protective Services staff, Child Welfare Board members, the general public to include legal, medical, and educational personnel, and other community resources.
- ♦ Promoted, monitored, and ensured that respect was demonstrated for cultural diversity.
- ♦ Served as liaison between Child Protective Services and Cameron County Court Appointed Special Advocates (CASA).

TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES – Brownsville, TX

Child Protective Services Conservatorship Specialist III, 02/2005 to 02/2007

- ♦ Served as acting supervisor during absence of unit Supervisor.
- ♦ Assisted co-workers by staffing cases, provided feedback/guidance, and staffed case specifics with Program Director.
- ♦ Provided on-going services to children in substitute care and ensure their specific needs were met.
- ♦ Rendered appropriate services and resources to parents/guardians of children in substitute care.
- ♦ Conducted monthly visits with foster children and parents.
- ♦ Initiated appropriate legal action and testified in Court to achieve protection and permanent placement plan for children.
- ♦ Investigated reports of abuse/neglect to children and assessed current or future risk to children by interviewing parents, family members, and others; interviewed and examined children; assessed home environment; and gathered pertinent information from other sources.
- ♦ Documented case records by completing forms, narratives, plans of service, and reports to form a written record for each client.
- ♦ Experienced in Conservatorship night duty and Investigation night duty.
- ♦ Developed and maintained effective working relationships between Child Protective Services staff and law enforcement officials, judicial officials, legal resources, medical professionals, school personnel, child placing agency staff, service contractors, and other community resources.
- ♦ Promoted, monitored, and ensured that respect was demonstrated for cultural diversity.

Education

UNIVERSITY OF TEXAS AT ARLINGTON – ARLINGTON, TX

Master of Social Work Degree, 05/2021

Concentration: Community and Administrative Practices

UNIVERSITY OF TEXAS AT BROWNSVILLE – BROWNSVILLE, TX

Bachelor of Arts Degree, 12/2004

Major: Psychology

Minor: Criminal Justice

TEXAS SOUTHMOST COLLEGE – BROWNSVILLE, TX

Associate of Applied Science Degree in Criminal Justice, 12/2004

Associate of Arts Degree in Social Work, 12/2004

License & Certification

TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES

Licensed Child Placement Agency Administrator, D13682

Expires: 12/14/2024